



## Employment Opportunity

### Community Child Care Council of Santa Clara County, Inc. (4C Council)

**Position:** Case Manager

**Salary:** Depending on Experience

**Reports to:** Program Supervisor

**Agency Background:**

The Community Child Care Council (4C Council) is a non-profit, community-based agency that serves as the community childcare link for families and childcare professionals who live and work primarily in Santa Clara County, California. The agency and its staff are proud to serve the Silicon Valley families, for more than 44 years. It is currently supported by the California Department of Education, US Department of Health and Human Services, US Department of Agriculture, County of Santa Clara and the City of San Jose. The 4C Council provides Early Care and Education, Information, Referrals, childcare voucher payments, nutrition services and family supportive services to over fifty thousand children each year. Most recently, the agency also provides Senior Nutrition Services.

**Position Summary:**

The Case Manager assists low income parents who work or attend school/training, in obtaining and arranging subsidized child care services and payment to their chosen child care provider. The Case Manager functions as a family partner and provides supportive resources that will enable parents to achieve self-sufficiency with the goal to help families hope learn and succeed. An effective Case Manager will need to balance with technology, communication, problem solving, relationship building and coaching/educating parents and child care providers.

**Example of Duties and Responsibilities:**

- Determine eligibility and need for services in accordance with State Department of Education program requirements
- Maintain family files, hard copy and electronic
- Maintain communication with family & child care provider regarding changes in need of family
- Request, verify and process information/documentation prior to authorizing child care payment
- Maintain full confidentiality of information of clients and administrative information
- Provide community resources, information and support about child development/education/parenting issue and may coordinate services with appropriate agencies depending on need of the family
- Engage parent in a positive relationship, supporting progress toward family goals
- Ability to relate positively and effectively with people of varied academic, cultural and socio-economic background using tact, diplomacy and courtesy with a professional demeanor
- Works collaboratively with other departments in a professional and timely manner
- Ability to multitask and perform assigned work with speed and accuracy
- Enter data into database and maintain case notes
- Work extended hours when required
- Exercise good judgment and discretion in analyzing and problem solving

- Outstanding communication skills oral and written
- Additional duties may be assigned as required
- Responsible for complying with all Federal, State, and local laws and regulations, CA Education Code, Title 5 regulations, Funding Terms and Conditions for each grant, and subsequent Management Bulletins issued by the Federal and State governments as it relates to the administration of Child Development programs.

**Education and/or Experience:**

- BA degree in Social Work, Child Development, or social service related field
- Prior paid professional experience working with parents and families providing parent education or family support preferred
- Ability to engage with others in a positive, friendly, energetic and helping manner
- Strong problem solving skills
- Ability to express empathy and caring in the context of professional relationship
- Great written and verbal communication skills
- Knowledge and understanding of low income families
- Computer literacy
- Ability to coach/educate parent to make informed childcare decisions in regards to the development of their children

**License or Other Requirements:**

- Must possess a valid California driver license, have access to an insured motor vehicle and clear driving record
- Required to travel to Santa Clara County areas and other off-site destinations
- Must be willing to work beyond the usual work week to accomplish the job

**Language Skills:**

- English Proficiency
- Bilingual English/Vietnamese or English/Spanish is preferred

For consideration please send resume with cover letter to:

Jobs@4c.org  
 Human Resources Department  
 www.4c.org

The 4C Council of Santa Clara County, Inc. is committed to workforce diversity. Qualified applicants will receive consideration without regard to race, disability, color, creed, religion, age, national origin, ancestry, veteran status, gender, sexual orientation or non-job related factors in hiring. We invite all applicants to confidentially self-identify when applying.

The 4C Council adheres to the provisions of ADA regarding reasonable accommodation procedures.