

Social Program Specialist (Program Specialist) Children's Services Family Resources (3832-12)

Highly Competitive Employee Benefits and Generous Paid Time Off

11 Paid Holidays, Immediately Begin Accruing Paid Vacation and Sick Time, Earned Personal Days, and Paid Parental Leave. Ohio Public Employee Retirement System which includes 14% Employer Contribution AND a defined benefit option. Highly Competitive and Comprehensive Benefits Package: Medical, HRA, Dental, Vision, Employer-Paid Life Insurance, Long-Term Disability, Tuition Reimbursement, Public Service Loan Forgiveness Eligibility, Free On-Site Parking, Wellness Incentives, robust Employee Assistance Program, access to Free Medical and Rx through Marathon Health, plus expansive Behavioral and Mental Health Resources, and More!

DEADLINE TO APPLY: Open Until Filled

HOURLY SALARY: \$20.99 hourly

WORK LOCATION: Job & Family Services 222 E. Central Parkway Cincinnati, OH 45202

WORK HOURS: Full-Time 40 hours weekly (**Potential for Hybrid Remote Work Schedule**)

NOTE:

Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

Applicants for Children's Services positions cannot provide foster care for children in the custody of Hamilton County.

REQUIREMENTS (EDUCATION, EXPERIENCE, LICENSURE, CERTIFICATION):

- Undergraduate degree in social or behavioral science plus 12 months DHS experience
- OR Undergraduate degree in a non-related field plus 18 months DHS experience
- OR an Associate degree plus 24 months DHS experience
- OR 36 months DHS experience or equivalent

JOB DUTIES (SUMMARY):

- Coordinates the referral and authorization for use of diverse community provider contracted services, including but not limited to: in-home services, parenting skills and enrichment, transportation, visitation, drug screens, domestic violence intervention, nursing care, placement screenings, and nurse consultation. Acts as front-line contract liaison and trouble-shooter for provider agencies and agency staff. Participates in operational meetings with providers. Using independent judgment, reviews forms required for service authorization for accuracy and completeness, processes service referrals, provides required information to the contractor, and reconciles invoices for payment authorization. Keeps staff up to date on changes in services by timely notification to the supervisor for updates to the Resource and Referral Guide, including processes, forms, and links. Assist staff in understanding services provided and appropriate utilization of services. Reviews billing from providers and reviews and stores administrative service reports. Assists the provider and the Fiscal Department in resolving billing problems to assure proper payment to the provider. Tracks contract expenditures by funding source and budget. Reports monthly spending. Manages case service document storage and data entry as needed per service.
- Specializes in SACWIS data entry as applicable. Ensures AFCARS information is entered for compliance with ODJFS and CPOE requirements. Obtains medical records for youth in HCJFS custody including initial, annual, and ongoing medical/dental checks. updates SACWIS with all medical/dental records. Corresponds with medical providers as necessary, especially as it relates to coordinating the payment or resolution of medical bills for HCJFS youth in custody. Coordinates and shares information with contracted nursing staff in the aforementioned tasks associated with medical care and record. Acts as liaison and corresponds with medical providers and MCOs as necessary. Assists with storage of Medical Cards for children in HCJFS custody. Coordinates and shares information with contracted nursing staff

associated with medical care and records. May require use of SACWIS Single Sign-On Application, Identity Application, Outlook or other scheduling tools, Juvenile Court Maintenance System, OnBase, Traverse, SharePoint, and other tools/applications.

- Schedules Semi-annual Administrative Review appointments. generates and distributes notification letters for SAR participants. may involve coordinating with facilitators, workers, and/or managers to address scheduling and notification needs for SARs or other similar appointments, such as family conferences, etc.. Processes birth certificate requests, social security card requests, reviews and submits associated invoices, maintains birth certificate database, and oversees storage of original and imaged birth certificates and social security cards. Fields inquiries regarding, and schedules Children's Services disposition hearings. Completing comparable administrative functions in support of Children's Services as such need arises
- Maintains basic knowledge of all programs and services offered by the agency. represents agency in lobby (waiting area) locations, accepts applications, forms and receipts. refers and assists consumers to the proper location or staff person in the agency. schedules internal visitation rooms. assists with mailing mandated reporter letters, caregiver notification letters from Juvenile Court, creating case files, making case plan copies, sorting, and distributing mail, and dependency and administrative order notices. orders supplies and maintains forms. distributes, tracks, monitors and reports expenditures. oversees requests and distribution of bus cards. manages annual photo process and storage for children in agency custody. develops tracking and reporting system for oversight of this process.
- Attends conferences and training.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES: (*Indicates can be developed after employment)

- **Knowledge of:** social or behavioral science (e.g., child and family community services, social work, sociology, psychology, criminology, penology, rehabilitation), agency, state and/or federal statutes, rules, regulations and procedures governing delivery of social programs specific to area of employment*. available community resources specific to area of employment*. social services policy and program planning and analysis.
- **Skill In:** Public relations, effective oral and written communication, SACWIS, JCMS, Identity, and other agency software suites*
- **Ability to:** define problems, collect data, establish facts and draw valid conclusions. proofread technical materials, recognize errors, and make corrections. gather, collate and classify data. establish good rapport with program participants and/or program recipients. prepare and deliver speeches before specialized audiences. prepare and maintain meaningful, concise and accurate reports. learn and use a variety of computer & software systems (spreadsheets, databases, etc.) in the execution of the job.

ESSENTIAL JOB FACTORS:

- Must undergo a background check via the Ohio Bureau of Criminal Identification and Investigation (BCI). Must have a car, valid driver's license issued by the state of residency and required auto liability insurance.

PHYSICAL and/or MENTAL REQUIREMENTS:

- Lift and carry children, child car seats, and infant carrier, large case files, and occasionally push a cart containing case files
- Frequently climbing and descending stairs
- Sitting for extended periods while working on the computer, sitting at a reception desk, meetings, etc
- Stooping, bending, crouching

HAZARDOUS and/or WORKING CONDITIONS:

- Potentially hazardous/dangerous situations and could involve violent/upset clients

BACKGROUND CHECKS REQUIRED:

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to the following systems:

- State Automated Child Welfare Information System (SACWIS)
- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI
- National Sex Offender Public website (WWW.NSOPW.Gov) Code 5101:2-5-09 must be conducted for each prospective employee