

Social Program Specialist (Program Specialist) (Part-Time) (3861-12)

Are you interested in serving our community and helping to protect our county's most vulnerable children? At Hamilton County Children's Services, this is what we do every day. We are looking for compassionate, tenacious workers who are dedicated to engaging families and ensuring that children are safe.

This is a critical role that directly impacts the outcomes of the children and families whom we serve. This role may be a good fit if you excel in interpersonal communication, problem-solving, and enjoy a fast-paced work environment.

We look forward to learning more about you and your passion for this work! Please see the full job description below.

DEADLINE TO APPLY: Open Until Filled

WORK LOCATION:

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

WORK HOURS: up to 29 Hours/week (between the hours of 7:30-4:30)
(Potential for Hybrid Remote Work Schedule)

Starting Hourly Pay: \$20.99

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

AGENCY-PREFERRED QUALIFICATIONS:

- 1 year of experience in Human Services

JOB DUTIES (SUMMARY):

REGULAR AND PUNCTUAL ATTENDANCE IS REQUIRED TO PERFORM THE FOLLOWING ESSENTIAL FUNCTIONS:

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.

Provides program support and or acts as a liaison for various specialized services, programs and projects. May require specialized data entry in SACWIS, Children's Services SACWIS record review and maintenance, and or use of SACWJS Single Sign-On Application, Outlook or other scheduling tools, Juvenile Court Maintenance System, OnBase, and other administrative tools/applications. Acts as a liaison for enrollment, coverage resolution, treatment plan review and insurance card storage for Managed Care Organizations; directly interacts with Managed Care Plan or triages inquiries. Acts as liaison for annual credit checks for youth in custody; coordinates with the three Major Credit Bureaus to request credit checks; receive electronic access to credit bureau files or requests hard copy credit checks as agreed upon per credit bureau; tracks compliance and distribution to caseworkers; Acts as the PCSA liaison with Hamilton County Child Care Licensing Program. Responsible for the SAC WIS clearance and review of the monthly data match review between Child Care providers and active Children's Services cases.

Acts as the liaison with CCHMC and other Medical & Dental providers and JFS staff; initiates requests to obtain medical records for youth in HJCFS custody including initial, annual and ongoing medical/dental checks; updates SACWIS with all medical/dental records; corresponds with medical providers and MCOs as necessary; coordinates and shares information with contracted nursing staff associated with medical care and records. Acts as liaison with Juvenile Court reviewing Juvenile Court Entries and recording legal status and changes into SACWIS, and recording Reasonable Efforts statements in SACWIS. Logs reports and files reports with juvenile court and other case parties.

Acts as liaison to the Ohio Attorney General's Office regarding fingerprint results. 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, reviews and submits associated invoices, maintains birth certificate database, and oversees storage of original and imaged birth certificate. Conducts fingerprint process for use in determining placement options for children, and reviews, scans into OnBase and distributes fingerprint results to staff. Fields inquiries regarding, and schedules Children's Services disposition hearings

Performs a variety functions requiring interpretive and decision makings skills; 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, 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.

OTHER DUTIES AND RESPONSIBILITIES:

Performs other related duties as assigned.
Attends conferences and training.

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.

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