

Social Services Worker 3- Consumer Specialist (3865-12)

Are you interested in serving our community and helping low income families receive public child care benefits so they can continue to work or attend school? In Hamilton County's Child Care department, this is what we do every day. We process applications for families in need of child care while they work or are in school. We are looking for individuals with strong computer skills and excellent customer service.

Want to learn more about publicly funded child care? [Child Care - Caretakers \(Parents\) - Hamilton County Job & Family Services \(hcjfs.org\)](http://hcjfs.org)

We offer on-the-job, hands-on training so you will start helping the community immediately. The training is in person for the first six weeks, but upon the completion of training we offer hybrid work schedules.

Deadline to Apply: Open until filled

Work Location: Job & Family Services Family and Adult Assistance 222 E. Central Parkway Cincinnati, Ohio 45202

Work Hours: Full Time - 80 hours biweekly.

Starting Salary: \$19.32 an Hour

- 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.

Requirements (Education, Experience, Licensure, Certification):

- Completion of an Associate's degree in social services or related field
- OR 2 years related work experience

POSITIONS SUPERVISED: None

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

Knowledge of: public relations; office practices and procedures; agency policies and procedures*; government structure and process; counseling; interviewing; social sciences (sociology, psychology, social work).

Ability to: define problems, collect data, establish facts and draw valid conclusions; transcribe dictation, make appointments; gather, collate and classify information about data, people or things; handle sensitive inquiries from and contacts with officials and general public.

Skill in: Agency networked personal computer software and program operating systems.

Job Duties (Summary):

- Provides services for families within a child day care system which includes protective, special needs, and targeted job, education and training components. Interviews, assesses need, advises of community resources, explores options and explains rights and responsibilities. Interprets federal and state regulations and local laws. Responsible for compliance of service program with federal, state, and local laws and takes action on non-compliance. Responsible for identification of problems and coordinating intervention for continuity of care. Responsible for providing on-going case maintenance and responding to problems and inquiries regarding eligibility and case status for the Child Care call center. Assists families with securing and retaining appropriate child care.
- Maintains caseload by use of an integrated computerized data collection system by direct data entry which includes demographics, child profile, authorization, verification, provider search, placement tracking, progress notes, evaluations, payment issuance, payment reconciliation, due process and other supportive data for compliance with federal, state, and local requirements. Represents agency at compliance hearings for varied funding sources. Responsible for establishing and maintaining communication with internal department staff, community and governmental agencies. Responsible for establishing and maintaining communication with internal department staff; including Children's Services, Income Maintenance, and Child Support, as well as community and governmental agencies. Clears SETS for Child Support income and non-custodial parent demographic information. Clears CRIS-E/Ohio Benefits Worker Portal for public assistance eligibility and notifies appropriate parties of disparity in information.
- Participates on departmental special projects, provides feedback on relevant practices and procedures, and provides support as an agency representative for public speaking requests and staff orientation programs as needed. Attends necessary conferences and training sessions.
- Attends conferences and training.
- Performs other related duties as assigned

BACKGROUND CHECKS REQUIRED:

* 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

