DATE	January 8, 2025
TIME	12:00 PM
LOCATION	CAPK Administrative Office Board Room 1300 18th Street, 3rd Floor Bakersfield, CA 93301

Personnel Committee Agenda - REVISED

1. **Call to Order**

2. **Roll Call**

Maritza Jimenez (Chair)	Guadalupe Perez
Jonathan Mullings	Lily Pimentel-Stratton

3. **Public Forum**

The public may address the Committee on items not on the agenda but under the jurisdiction of the Committee. Speakers are limited to 3 minutes. If more than one person wishes to address the same topic, the total group time for the topic will be 10 minutes. Please state your name before making your presentation.

4. **New Business**

a. Position Analysis and Equity Review for Housing & Supportive Services Division - ***Action Item (p. 3-98)***	Rebecca Moreno, Director of Housing & Supportive Services
b. Position Analysis and Equity Review for Community Development Division - ***Action Item (p. 99-186)***	Pritika Ram, Chief Business Development Officer
c. Position Analysis and Equity Review for MCAP Program - ***Action Item (p. 187-245)***	Susana Magana, Director of Health & Nutrition
d. Reclassification of Finance Positions - ***Action Item (p. 246-260)***	Tracy Webster, Director of Youth & Community Services
e. 2025 New California Minimum Wage Increase – ***Info Item (p. 261)***	Lisa McGranahan, Chief Human Resources Officer
f. Head Start Personnel Update – ***Info Item (p. 262-263)***	Robert Espinosa, Program Design and Management Administrator

5. **Committee Member Comments**

6. **Next Scheduled Meeting**

Personnel Committee
12:00 pm
TBD
1300 18th Street, 3rd Floor
Bakersfield, CA 93301

7. **Adjournment**

This is to certify that this Agenda Notice was posted in the lobby of the CAPK Administrative Office at 1300 18th Street, Bakersfield, CA 93301, and online at www.capk.org by 12:00 pm, January 3, 2025, by Margaret Frazier-Sanchez, Administrative Coordinator.

MEMORANDUM

To: Personnel Committee

From: Rebecca Moreno, Director of Housing & Supportive Services

Date: January 8, 2025

Subject: *Agenda Item 4(a)*: Position Analysis and Equity Review for Housing & Supportive Services Division – **Action Item**

Over the past few months, the Housing & Supportive Services (HSS) leadership has diligently reviewed processes and operations to identify areas for improvement. Through this evaluation, it has become evident that restructuring the Housing & Supportive Services programs is essential to optimize performance and ensure compliance with contractual obligations. The restructuring process included going through the CompEase process of updating job descriptions to streamline operations and better align with our organizational goals.

By updating the job descriptions, we aim to simplify roles, clarify responsibilities, and eliminate redundancies. This will allow us to operate more efficiently and effectively utilize our resources. In addition, CAPK is committed to upholding our contractual obligations. The restructuring will ensure that our Housing programs are equipped to fulfill these requirements promptly and effectively by adhering to contractual requirements.

Lastly, the restructuring process emphasizes the importance of fair and equitable compensation for all staff members. The leadership team, in collaboration with the Human Resources team, conducted a comprehensive review of salary structures to ensure pay equity across all roles. Ultimately, the restructuring aims to strengthen our commitment to high quality (HSS) and support our community in a timely and safe manner.

Summary of Proposed Changes

Below is a description of the proposed position changes and fiscal sustainability:

Position Title	Proposed Changes	Current Grade	Proposed Grade
Cal-AIM Claims Analyst	Changes to requirements.	Grade 10 Min. $28.39 Mid. $35.49 Max. $42.59	Grade 10 Min. $28.39 Mid. $35.49 Max. $42.59
Cal-AIM Housing Case Manager	New position.	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30

Cal-AIM Program Coordinator	Grade change, duties and responsibilities, and requirements.	Grade 8 Min. $21.59 Mid. $26.96 Max. $32.35	Grade 9 Min. $25.45 Mid. $31.81 Max. $38.18
CES Housing Navigator	Grade change, duties and responsibilities, and requirements.	Grade 6 Min. $18.53 Mid. $21.81 Max. $25.08	Grade 7 Min. $20.61 Mid. $25.77 Max. $30.92
CES Program Manager	Formerly CES Program Manager. Grade change, supervision exercised, duties and responsibilities, and requirements.	Grade 10 Min. $28.54 Mid. $35.65 Max. $42.78	Grade 12 Min. $35.58 Mid. $44.47 Max. $53.37
CES Program Specialist	Grade change, supervision received, duties and responsibilities, and requirements.	Grade 6 Min. $18.53 Mid. $21.81 Max. $25.08	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30
CES Supervisor	Grade change and requirements.	Grade 9 Min. $24.78 Mid. $31.01 Max. $37.21	Grade 10 Min. $28.39 Mid. $35.49 Max. $42.59
Housing Services Custodian	Grade change and requirements.	Grade 1 Min. $16.00 Mid. $16.00 Max. $17.45	Grade 2 Min. $16.00 Mid. $16.00 Max. $19.22
Housing Services Food Prep Specialist	Formerly Homeless Services Food Prep Coordinator. Grade change, duties and responsibilities, and requirements.	Grade 6 Min. $18.53 Mid. $21.81 Max. $25.08	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30
Housing Services Food Prep Technician	Formerly Homeless Services Food Prep Lead. Grade change and requirements.	Grade 4 Min. $16.38 Mid. $18.89 Max. $21.72	Grade 5 Min. $16.89 Mid. $21.11 Max. $25.34
Housing Services Lead Shelter Worker	New position.	Grade 5 Min. $17.24 Mid. $20.29 Max. $23.32	Grade 5 Min. $17.24 Mid. $20.29 Max. $23.32
Housing Services Lead Transport Driver	Grade change, duties and responsibilities, and requirements.	Grade 3 Min. $16.00 Mid. $18.11 Max. $20.20	Grade 4 Min. $16.00 Mid. $19.20 Max. $23.04
Housing Services Operations Manager	Grade change, supervision received, supervision exercised, duties and responsibilities, education and requirements.	Grade 10 Min. $28.54 Mid. $35.65 Max. $42.78	Grade 12 Min. $35.58 Mid. $44.47 Max. $53.37
Housing Services Program Administrator	Grade change and duties and responsibilities.	Grade 12 Min. $37.72 Mid. $47.13 Max. $56.57	Grade 14 Min. $45.63 Mid. $57.04 Max. $68.44
Housing Services Program Coordinator	Grade change, duties and responsibilities, education and requirements.	Grade 8 Min. $21.59 Mid. $26.96 Max. $32.35	Grade 9 Min. $25.45 Mid. $31.81 Max. $38.18
Housing Services Program Manager	Formerly Program Services Supervisor. Grade change, supervision received, supervision exercised, duties and responsibilities, education, and requirements.	Grade 10 Min. $28.54 Mid. $35.65 Max. $42.78	Grade 12 Min. $35.58 Mid. $44.47 Max. $53.37
Shelter Housing Navigator	Formerly Housing Navigator. Grade change, duties and responsibilities, education, and requirements.	Grade 6 Min. $18.53 Mid. $21.81 Max. $25.08	Grade 7 Min. $20.61 Mid. $25.77 Max. $30.92

Housing Services Shelter Program Specialist	Formerly Housing Services Program Specialist. Grade change, duties and responsibilities, and requirements.	Grade 7 Min. $19.92 Mid. $23.43 Max. $26.96	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30
Housing Services Shelter Worker	Grade change, duties and responsibilities, and requirements.	Grade 3 Min. $16.00 Mid. $18.11 Max. $20.20	Grade 4 Min. $16.00 Mid. $19.20 Max. $23.04
Housing Services Volunteer Coordinator	Grade change and requirements.	Grade 8 Min. $21.59 Mid. $26.96 Max. $32.35	Grade 9 Min. $25.45 Mid. $31.81 Max. $38.18
Reentry Justice Involved Navigator	New position.	Grade 7 Min. $19.92 Mid. $23.43 Max. $26.96	Grade 7 Min. $19.92 Mid. $23.43 Max. $26.96
Reentry Program Manager	New position.	Grade 12 Min. $37.72 Mid. $47.13 Max. $56.57	Grade 12 Min. $37.72 Mid. $47.13 Max. $56.57

Fiscal Impact and Timeframe

The title and grade changes allow our Housing & Support Services programs to come up to market level, and be competitive within our community, as well as improve ongoing employee retention. Staff reviewed the grade changes with our Chief Financial Officer, and it was determined that the fiscal impact of $21,143 for the proposed changes is supported by each individual HSS program budget.

Strategic Plan Impact

As part of the 2021-25 Strategic Plan, specifically under Goal 4: *CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the organization's desired results*, and as part of the following objectives, the proposal supports staff development, growth, and retention:

- Objective 4.2: Increase employee engagement, morale, and retention.
    - 4.2.1 Conduct an internal and external equity analysis to evaluate the labor market and fiscal impacts; (b) b) Complete development and consolidation of revised job descriptions.

Recommendation:

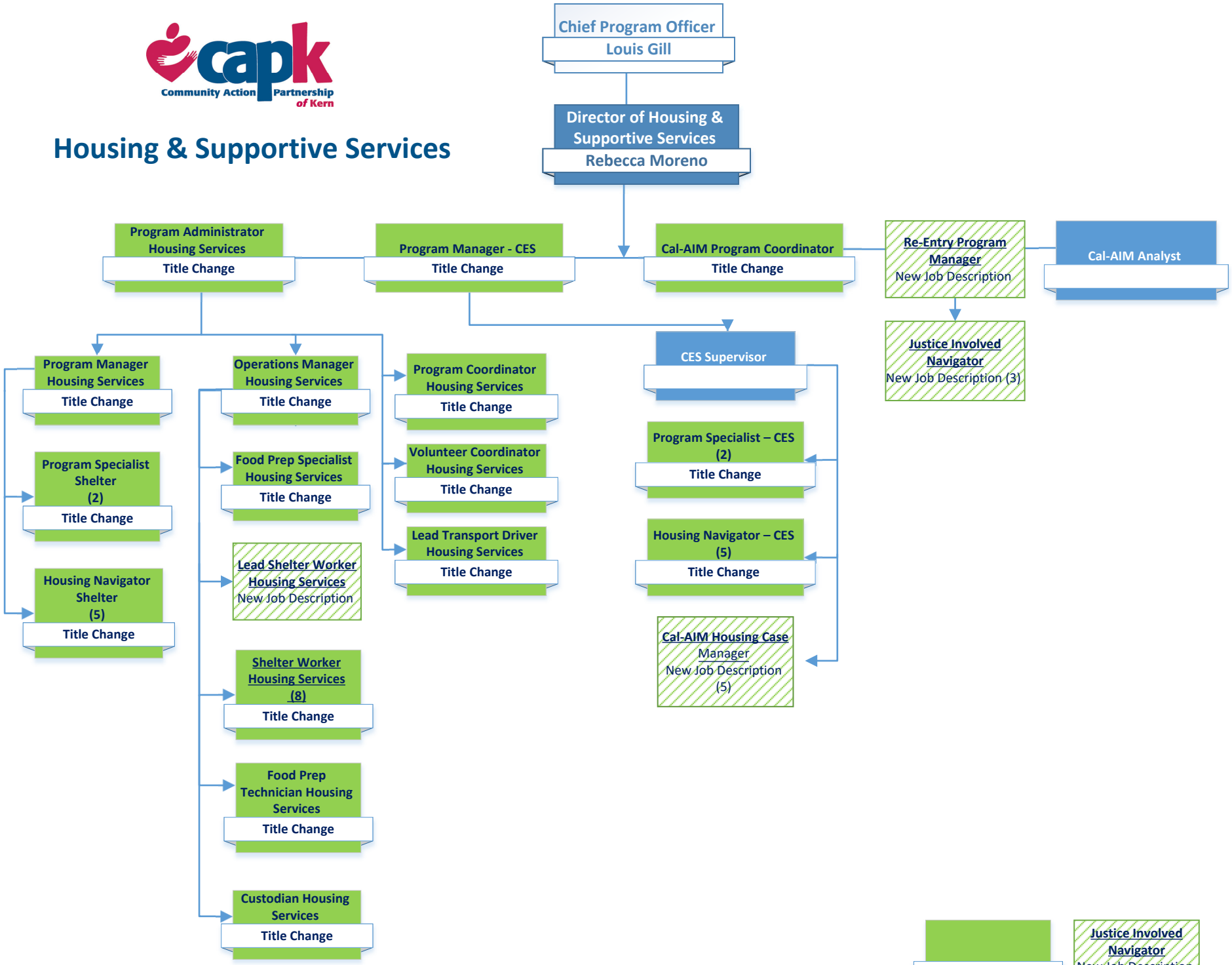
Staff recommend the Personnel Committee approve the revised Housing & Supportive Services Division's job description and grade changes.

Attachments:

Housing & Supportive Services Organizational Chart
Cal-AIM Claims Analyst Job Description
Cal-AIM Housing Case Manager Job Description
Cal-AIM Program Coordinator Job Description
CES Housing Navigator Job Description
CES Program Manager Job Description
CES Program Specialist Job Description
CES Supervisor Job Description
Housing Services Custodian Job Description
Housing Services Food Prep Specialist Job Description

Housing Services Food Prep Technician Job Description
Housing Services Lead Shelter Worker Job Description
Housing Services Lead Transport Driver Job Description
Housing Services Operations Manager Job Description
Housing Services Program Administrator Job Description
Housing Services Program Coordinator Job Description
Housing Services Program Manager Job Description
Housing Services Program Supervisor Job Description
Housing Services Shelter Housing Navigator Job Description
Housing Services Shelter Program Specialist Job Description
Housing Services Shelter Worker Job Description
Housing Services Volunteer Coordinator Job Description
Reentry Justice Involved Navigator Job Description
Reentry Program Manager Job Description

Housing & Supportive Services



Revised 1/2025

Cal-AIM Claims Analyst

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Director of Housing and Supportive Services, the Cal-AIM Claims Analyst will oversee program data collection functions, data management processes and systems, prepare routine and comprehensive assessment reports for all Cal-AIM programs. Responsible for complex programmatic reporting to include preparing and recording claims, monitoring revenues and accounts.

SUPERVISION RECEIVED:
Director of Housing and Supportive Services

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Analyzes and makes recommendations for program information systems, data processing, and computer-based office services, plans, designs, and implements new and/or modified systems that promote increased efficiency.
- Provides technical direction and assistance to staff engaged in the resolution of complex and technical problems, system modification, or upgrades.
- Oversee the planning, development, and implementation of automated systems, technologies, and solutions and communicate the status of projects to users and project participants.
- Acts as a liaison with vendors, departments, and public and private agencies.
- Identifies the need for staff development and training and conducts user and department system training as required.
- Acts as a major resource in the preparation and analysis of advances, planning activities, advising in areas of technology, and projecting current data.
- Research, evaluate, recommend, and provide guidance with technology implementation to both program and leadership staff.
- Collects, analyzes, interprets, and summarizes data in preparation to produce qualitative and quantitative routine progress reports.
- Troubleshoot problems with the data collection systems, including concerns related to relevant database applications.
- Prepare financial reports for grants/contracts in accordance with funding source requirements.

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- Analyze program claim reconciliations daily.
- Prepare periodic and special reports for financial, statistical, and other purposes for use by management staff.
- Provide technical support to program staff in resolving budget and reporting issues.
- Keep program leadership informed on all accounting and issues affecting grants/programs and recommend solutions for improvement.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Able to work a flexible schedule that may involve evenings, weekends, and overnight travel to attend trainings or conferences.
- Perform any other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Departmental and agency policies and procedures.
- Correspondence and report writing practices and procedures.
- Current problems of socially and economically diverse families.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Proper grammar in written communication.
- Applicable federal, state, and local laws, codes, and regulations.
- Data collection and record keeping.

Ability to:

- Create professional, comprehensive, and informative charts and/or graphs.
- Prepare clear and concise program reports.
- Prepare budget reports.
- Analyze financial data.
- Maintain client dignity and ensure confidentiality.
- Plan, organize, allocate, organizational resources.
- Work collaboratively as part of a team.
- Communicate effectively verbally and in writing.
- Maintain record-keeping and reporting systems.
- Exercise sound, independent judgment within general policy guidelines.
- Analyze problems and identify alternative solutions.
- Effectively organize and prioritize assigned work.
- Research and resolve claim issues.
- Coordinate work requiring constant alertness and attention to detail.
- Work under frequent time pressures and deadlines.
- Use good organizational methods and procedures.
- Establish and maintain effective working relationships, internally and externally.

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Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from any accredited college or university in computer science, business administration or related field desired.
- Medical billing experience in a non-profit organization or governmental entity is desirable, including familiarity with fund accounting and governmental accounting standards and regulations.
- Any equivalent combination of education, training and experience that will demonstrate the capabilities to perform the described duties considered.
- Minimum three (3) years of experience working with computers and data analysis.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

OTHER REQUIREMENTS:

- Bilingual language fluency (English/Spanish) desired.
- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during working hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform their essential duties.

POSITION TITLE Cal-AIM Claims Analyst			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x

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Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Cal-AIM Housing Case Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Program Supervisor the Cal-AIM Housing Case Manager works with community service providers to build relationships with the community, provide advocacy, and link to benefits and housing. The primary goal is to identify unsheltered homeless and other individuals through community referrals from homeless service providers and social service agencies. In identifying highly vulnerable homeless, unsheltered, and other individuals, the Cal-AIM Housing Case Manager will support Medi-Cal members experiencing homelessness or those at risk of homelessness, helping them navigate housing resources through Community Supports services provided by Medi-Cal Managed Care Plans (MCPs). The role is vital in addressing health-related social needs to promote healthier living and prevent more costly healthcare interventions.

SUPERVISION RECEIVED:
CES Program Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Always maintain a courteous and professional demeanor, using program's best practices and trauma informed care, ensuring a positive client experience.
- Conducts appropriate assessments (QRT and VI-SPDAT) and enters client's information in HMIS, and processes appropriate referrals for shelter placement, street outreach, and other community resources. Monitor and document members' progress in maintaining stable housing to support their overall health and well-being.
- Inputs data entry and exit information into HMIS system and works closely to minimize errors and duplicate entries. This also applies when working directly with designated service providers. Ensures data and application quality and, when appropriate, works with providers to improve submission processes. Document all contacts, observations, and case notes in HMIS.
- Assist eligible members with Housing Transition Navigation Services, including identifying, applying for, and securing safe housing.
- Coordinate Housing Deposits services, ensuring access to security deposits, rent, utility setup fees, and necessary medical accommodation for safe home environments.
- Provide Housing Tenancy and Sustaining Services, such as landlord coordination, addressing housing-related issues, and guiding members through the annual housing recertification process.

- Maintain close relationships with MCPs and community organizations to ensure members access appropriate and cost-effective housing solutions. Develops effective working relationships and cooperate with private landlords, MCP's, homeless services providers, public housing entities, and other related partners throughout the entire case management process.
- Receives referrals from Coordinated Entry System (CES), managed care providers, and support walk-in clients that qualify for Cal-AIM services.
- Management of a large caseload, review case progress, and determine case closure. Monitor and document members' progress in maintaining stable housing to support their overall health and well-being.
- Reach out to clients, conduct housing inspections, shelter visits, home visits and coordinate the development of services by establishing a housing plan. Ensuring that follow up is completed every 30, 60, 90 days and recertifying if needed.
- Proactively engages with clients to have active participation in Day Habilitation Services.
- Educates clients by re-framing problems/barriers and focusing on solutions, discussing and supporting progress towards goals. Actively monitors progress toward plan goals by continuously evaluating the housing plan and making recommendations for adjustments to services provided.
- Works directly with homeless service providers and designated community service providers. Assists with and participates in weekly conference calls with homeless service providers/others.
- Maintains case files, documentation, and forms. If applicable, ensure that all regulations and standards of care are followed by policy and procedures. Ensures program follow-up is completed in a timely manner.
- Comply with the policies and procedures under the Bakersfield Kern Regional Homeless Collaborative (BKRHC)/CoC, HUD, MCP's, and related guidelines for the Cal-AIM program.
- Provide support to all Cal-AIM staff as needed.

Other Job Specific Duties:

- Assists and participates in CAPK and BKRHC meetings and community events as assigned.
- Must be available to travel for work as necessary.
- Collaborates with multidisciplinary teams to streamline the housing process, record keeping, effective case management and partners with them.
- Other duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged homeless individuals.

Ability to:

- Multitask in a fast-paced environment, with prompt attention to client needs.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental health substance abuse, medical issues, and other socioeconomic and environmental factors.
- Understand and apply written regulations and instructions.
- Work with accuracy and attention to detail.
- Operate and use modern office equipment, including multi-line phone systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.
- Maintain a safe and functional work environment.
- Speak at engagements on issues related to homelessness.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma required.
- Associate degree in social services or related field preferred.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.
- Experience working with individuals or families facing housing instability.
- Strong understanding of housing programs and health-related social services.
- Excellent communication, organizational, and problem-solving skills to effectively collaborate with MCPs, landlords, and community partners.
- Up to one (1) year case management.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license, current automobile insurance and acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Bilingual language fluency (English/Spanish) desired.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.

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- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Cal-AIM Housing Case Manager			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Cal-AIM Program Coordinator

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:

Under the general direction of the CES Program Manager, the Cal-AIM Program Coordinator provides a wide variety of administrative and clerical duties. Assists with budgets, preparing reports, conducting inventory, and organization and implementation of special projects. Assist the CES Program Manager with a wide variety of administrative tasks. Will interact with external and internal contacts requiring specialized knowledge of services and expertise in business administration, information systems, and personnel management. This includes the application and interpretation of federal, state, and local laws related to these subject areas.

SUPERVISION RECEIVED:

Director of Housing and Supportive Services and CES Program Manager.

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Maintain program records and files.
- Interacts with and supports the Cal-AIM staff, CES staff, partners, volunteers, and clients.
- Develop and provide specialized training to support staff.
- Acquire and apply knowledge of program guidelines and policies.
- Provide the public with general information.
- Provide clerical and administrative assistance to the CES Program Manager.
- Communicate information, advice, and instructions as an agent for assigned administrator.
- Prioritize workflow, including handling routine matters such as business mail, faxing, and photocopying.
- Perform internal tracking of various budget line items and expenditures.
- Order, monitor, and maintain department stock, including office supplies and other materials.
- Efficient planning, organizing, and scheduling of work priorities.
- Support the CES and the Housing leadership team with program implementation.
- Ensures ongoing communication with Cal-AIM leadership and the CAPK Communications Team.
- Work in collaboration with Cal-AIM staff, providers, volunteers, law enforcement, code enforcement, and county officials to implement strategies, techniques, and/or recommendations.
- Aid and support internal and external stakeholders.
- Maintain program's social media sites.

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- Work collaboratively with the marketing and foundation team for marketing and fundraising needs.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours, including nights and weekends.
- Must be available to travel for work as necessary.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Correspondence and report writing practices and procedures.
- Current problems of homelessness and socially and economically challenged families.
- The contributions of clients and volunteers who may be non-professional.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Language translation and interpretation strategies and techniques.

Ability to:

- Address conceptual matters.
- Plan, organize, and allocate resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present Homeless Shelter program information to the public.
- Establish professional working relationships with staff, agencies, and parents.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- Associate degree in social services or related field preferred.
- Three (3) years of clerical experience preferred.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

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OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environmental characteristics described are representative of those employees' encounters in performing the essential functions of this job.

- Work is primarily performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Cal-AIM Program Coordinator			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	

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Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Housing Navigator - Coordinated Entry System (CES)

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 07 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Program Supervisor, the CES Housing Navigator works with community service providers to build relationships with the community, provide advocacy, and link to benefits and housing. The primary goal is to identify unsheltered homeless and other individuals through community referrals from homeless service providers and social service agencies. In identifying highly vulnerable unsheltered and other individuals, the Housing Navigator will administer assessment tools, facilitate referrals and resources, and connect to social services and permanent housing. The Housing Navigator will also assist individuals in obtaining housing readiness documentation and enter data into the homeless management information system (HMIS) and/or CRM software. The Housing Navigator will work as part of a larger team within the Bakersfield-Kern Regional Homeless Collaborative (BKRHC).

SUPERVISION RECEIVED:
Program Supervisor.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Always maintain a courteous and professional demeanor, using program's best practices and trauma informed care, ensuring a positive client experience.
- Receives a large volume of inbound and outbound referrals from 211 staff for callers that qualify for entry into the CES program for homeless services and/or rental assistance
- Conducts appropriate assessments (QRT and VI-SPDAT) and enters clients in the Coordinated Entry System.
- Completes coordinated entry assessments and maintains communication with CES staff, homeless service providers, and related resources about the status and progress of Agency and client progress.
- Enters data into the HMIS system and processes appropriate referrals for shelter placement, street outreach, and other community resources.
- Inputs data entry and exit information into HMIS system. Works closely to minimize errors and duplicate entries. This also applies when working directly with designated service providers.

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- Assists in data collection and reporting of data entered into the Coordinated Entry System. Works directly with homeless service providers and designated community service providers.
- Assists with and participates in weekly conference calls with homeless service providers and others.
- Complies with the policies and procedures under the BKRHC/CoC, HUD, and related guidelines for a CES program.
- Ensures program follow-up is completed in a timely manner.
- Ensures data and application quality and, when appropriate, works with providers to improve submission processes.
- Provides support to the I&R Specialist, Program Specialist, and Program Supervisor.

Other Job Specific Duties:

- Assists and participates in BKRHC meetings and community events as assigned.
- Other duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged homeless individuals.

Ability to:

- Multitask in a fast-paced environment, with prompt attention to caller's needs and call center's volume.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan and implement developmentally appropriate routines, activities, and experiences.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental illness, drug addiction, health issues, and other socioeconomic and environmental factors.
- Understand and apply written regulations and instructions.
- Work with accuracy and attention to detail.
- Operate and use modern office equipment, including multi-line phone systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.
- Maintain a safe and functional work environment.

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- Speak at engagements on issues related to homelessness.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma required.
- Associate's degree in social services or related field preferred.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.
- Knowledge of Kern County health and social services is preferred.
- Call center experience preferred.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license, current automobile insurance and acceptable driving record, substantiated by a DMV printout.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Must be able to obtain applicable certifications/licensing relating to homeless programming, as appropriate Bilingual language fluency (English/Spanish) desired.
- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Housing Navigator - CES			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	

Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing &Pulling (left hand)		**x**	
Reaching (above shoulder level)		**x**	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Program Manager – Coordinated Entry System (CES)

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Program Director, the Coordinated Entry System (CES) Program Manager is responsible for supervising the day-to-day operations of the CES/Housing program, staff, HMIS, case management, including CRM specific programs and provider support. Will establish and develop partnerships, secure/maintain funding, and oversee eligibility and operations for CES/housing programs. Develop and maintain program policies and procedures, facilitate the progress of the CES program and partner support. Ensure compliance with all funding source regulations, provide on-going assessment of data reporting and collection and case management relating to housing projects. Responsible for maintaining compliance with all regulations, policies, procedures, and program related contracts and reporting.

SUPERVISION RECEIVED:
Director of Housing and Supportive Services.

SUPERVISION EXERCISED:
CES Supervisor, Cal-AIM Program Coordinator, and Housing Navigators

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Responsible for supervising the day-to-day operations of the CES/Housing program, staff, HMIS, case management, including CRM specific programs and provider support.
- Responsible for developing and managing program budgets.
- Develop and implement comprehensive CES/Housing Services program policies, best practices, and procedure guidelines.
- Advocate on behalf of key homeless issues in all suitable forums local, regional, state, and federal.
- In coordination with the Director and CAPK Community Development staff, oversees community outreach.
- Evaluate the program services for efficiency and effectiveness and revise and modify the program as needed.
- Negotiate, monitor, and evaluate the CES/Housing contracts to ensure contract compliance.
- Ensures ongoing communication with staff and leadership in a timely manner.
- Addresses all staff, volunteers, vendor, provider, and client concerns under the direction of the Director.
- Prepares and submits accurate and timely financial documents and budgets, reports, assessments, and correspondence as required.

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- Monitors related and/or assigned electronic reports to ensure all mandatory requirements are met.
- Prepares and submits accurate and timely reports, assessments, and correspondence as required.
- Ensures maintenance of required program files.
- Works in collaboration with staff and providers to mentor staff and volunteers in implementing strategies, techniques, and/or recommendations.
- Responsible for providing document planning and program implementation.
- Provides technical assistance and guidance to staff, providers, and community/volunteers.
- Responsible for requesting appropriate supplies and materials for the department.
- Conducts performance evaluations based on measurable and objective criteria.
- Ensures that personal and professional development plans are implemented for supervised staff.
- Completes disciplinary plan of actions, as identified, to maintain program compliance.

Other Job Specific Duties:

- Assists in interviewing, hiring, training, evaluating, and mentoring staff, volunteers, and providers as appropriate.
- Ensures client records, individual case files, daily logs, and service statistics are maintained in an accurate and timely manner.
- Able to work a flexible schedule that may involve evenings, weekends, and overnight travel to attend trainings or conferences.
- Prepares, conducts, and attends all meetings, trainings, and conferences, as assigned.
- Maintains a safe and functional work environment.
- Is proactive in cooperation with other staff, partners, volunteers, and clients, in achieving CES program goals.
- Performs other tasks as may be required for the efficient operation of the comprehensive, integrated CES program.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures
- Applicable federal, state, and local laws, codes, and regulations.
- Correspondence and report writing practices and procedures.
- Current problems of the homeless and socially and economically challenged families.
- The contributions of volunteers and clients who may be non-professional.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Deal with conceptual matters.
- Work as a positive team member.
- Work with conceptual matters.
- Plan, organize, allocate, and control substantial resources.

- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Motivate subordinate employees.
- Interpret and implement a variety of regulatory standards and guidelines.
- Establish professional working relationships with staff, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, regulation, and Agency and departmental policies and procedures.
- Effectively present the CES/Housing program to the public.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from any accredited college or university with major in one of the social services, psychology, or related field.
- At least two (2) years' supervisory experience.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.
- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Must be able to obtain applicable certifications/licensing relating to housing programming as appropriate.
- Fully fluent in English and Spanish desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

POSITION TITLE: Program Manager-CES				
Activity	**Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**

Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Program Specialist - Coordinated Entry System (CES)

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:

Under the supervision of the CES Program Supervisor and in coordination with the Housing Navigators, the Program Specialist will develop and maintain relationships with agencies and community groups who provide community, health, and housing services in Kern County. Assists in the maintenance and training of the Housing Navigators in HMIS, CRM, and other online databases. Support the Housing Navigator in providing advocacy, assisting with connection to benefits, and housing. The primary goal is to work with individuals experiencing homelessness to obtain housing readiness documentation and enter data into the homeless management information system. Administer assessment tools, facilitate referrals and resources, and connect clients to social service resources. The Program Specialist will work as part of a larger team within the Bakersfield Kern Regional Homeless Collaborative (BKRHC).

SUPERVISION RECEIVED:

CES Program Supervisor

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Handle a large volume of inbound and outbound calls referrals from 211 staff for callers that qualify for entry into the CES program for homeless services and/or rental assistance.
- Always maintain a courteous and professional demeanor, using program's best practices and trauma informed care, ensuring a positive client experience
- Conduct appropriate assessments (QRT and VI-SPDAT), enter clients in the Coordinated Entry System (CES) and input client's data into the Homeless Management Information System (HMIS) database for all clients receiving homeless services.
- Maintain effective communication with Housing and Supportive Services staff, homeless service providers, and related resources about status and client progress.
- Inputs data entry and exit information into HMIS system and CRM. Works closely with Housing and Supportive Services staff to minimize errors and duplicate entries. This also applies when working directly with designated service providers.
- Assist in data collection and reporting.
- Assist with and participate in weekly conference calls with homeless services providers.

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- Participate in the monthly By Name List (BNL) case conference calls, working groups, and other assigned committee meetings.
- Coordinates and provides training to Housing and Supportive Services staff, homeless service providers, CoC partners, and community members.
- Maintain program documentation and forms, including complying with the policies and procedures under the BKRHC/CoC, HUD, and all other related guidelines for the CES program.
- Assists with preparation of reports, and participation in the design of improvements to the homeless response system
- Provides necessary information, problem assessment, referral, and follow up appropriate to client's and provider's needs.
- Represents the Homeless Services Division through public presentations in the community and committee participation, which may include evenings and weekends.
- Ensure program follow-up is completed in a timely manner, including delivery of match lists to CoC members.

Other Job Specific Duties:

- Assist and participate in BKRHC meetings, trainings, and community events as assigned.
- Prepares, conducts, and attends all meetings, trainings, and conferences as assigned.
- Assists the Chair/Co-chair of the BKRHC CES Committee.
- Must be able to work alternative schedules such as evenings, weekends, and holidays.
- Available to travel for work as necessary.
- Other duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office equipment, including multi-line phone systems.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged homeless individuals.

Ability to:

- Multitask in a fast-paced environment with prompt attention to caller's need and call center volume.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan and implement developmentally appropriate routines, activities, and experiences.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.

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- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental illness, drug addiction, health issues, and other socioeconomic and environmental factors.
- Understand and apply written regulations and instructions.
- Work with accuracy and attention to detail.
- Operate and use modern office equipment, including multi-line phone systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.
- Maintain a safe and functional work environment.
- Speak at engagements on issues related to homelessness.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma required.
- Associate's degree in health and human services, social services, or related field.
- Knowledge of Kern County health and social services preferred.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.
- HMIS experience desired.
- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis.

OTHER REQUIRMENTS:

- Possession of a valid California's driver's license and state approved insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Fully fluent in English and Spanish desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

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ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Program Specialist - CES			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Supervisor - Coordinated Entry System (CES)

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Coordinated Entry System (CES) Program Manager, supervise the day-to-day operations of the CES program/staff, specifically related to CES and HMIS, case management, including CRM specific programs, and provider and client support. Will provide a successful and supervised setting for staff, providers, volunteers and clients, on-going follow-up services and assessment on data reporting and collection and case management. Will also facilitate the progress of the CES program and partner support. Responsible for maintaining compliance with all applicable regulations, policies and procedures, and program related contracts and reporting.

SUPERVISION RECEIVED:
CES Program Manager.

SUPERVISION EXERCISED:
CES Program Specialist and CES Housing Navigator

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Responsible for monitoring day-to-day operations and staff specifically related to CES and HMIS, case management, including CRM programs, provider and client support to ensure compliance with federal, state, and local regulations, including indoor and outdoor environments.
- Ensures ongoing communication with staff and leadership in a timely manner.
- Addresses all staff, volunteer, provider, and client concerns under the direction of the CES Program Manager.
- Monitors related and/or assigned electronic reports to ensure all mandatory requirements are met.
- Prepares and submits accurate and timely reports, assessments, and correspondence, as required.
- Ensures maintenance of required program files.
- Adheres to the American with Disabilities Act (ADA 1992), which prohibits discriminatory actions toward children and/or adults with disabilities.
- Works in collaboration with staff and providers to mentor staff and volunteers in implementing strategies, techniques, and/or recommendations.
- Responsible for providing document planning, training, and program implementation.
- Provides technical assistance and guidance to staff, providers, and community/volunteers.

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- Responsible for requisitioning appropriate supplies and materials for the department.
- Conducts performance evaluations based on measurable and objective criteria.
- Ensures that personal and professional development plans are implemented for supervised staff.
- Completes disciplinary plans of action, as identified, to maintain program compliance.

Other Job Specific Duties:

- Assists in interviewing, hiring, training, evaluating, and mentoring staff, volunteers, and providers, as appropriate.
- Ensure client records, individual case files, daily log, and service statistics are maintained in an accurate and timely manner.
- Able to work a flexible schedule that may involve evenings, weekends, and overnight travel to attend trainings or conferences
- Prepares, conducts, and attends all meetings, trainings, and conferences, as assigned.
- Maintains a safe and functional work environment.
- Is proactive, in cooperation with other staff, partners, volunteers, and clients, in achieving CES program goals.
- Performs other tasks as may be required for the efficient operation of the comprehensive, integrated CES program.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Correspondence and report writing practices and procedures.
- Current problems of the homeless and socially and economically challenged families.
- The contributions of volunteers and clients who may be non-professional.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Demonstrate good interpersonal skills.
- Work as a positive team member.
- Communicate effectively, verbally and in writing.
- Work with conceptual matters.
- Plan, organize, and allocate resources.
- Effectively present CES/Housing Program services to the public.
- Establish professional working relationships with staff, vendors, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, and regulations.
- Reasonably obtain knowledge of Agency and departmental policies and procedures.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

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EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate degree from any accredited college or university with major in one of the social services, psychology, or other related field.
- At least two (2) years' supervisory experience.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.
- Any equivalent combination of education, training and experience that will demonstrate the capabilities to perform the described duties considered

OTHER REQUIREMENTS:

- Possession of a valid California Driver's license, current automobile insurance, and acceptable driving record substantiated by a DMV printout. Must have reliable transportation during work hours.
- Must be able to obtain applicable certifications/licensing relating to homeless programming, as appropriate.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Bilingual language fluency (English/Spanish) desired.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those employees' encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Supervisor - CES			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	

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Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Custodian - Housing Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 02 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
In collaboration with shelter staff, maintains a safe and healthy environment for homeless and disadvantaged adults, staff, providers, volunteers, and other community members.

SUPERVISION RECEIVED:
Housing Services Operations Manager

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Performs necessary work to maintain a clean and safe environment managing general clean-up of all areas as directed.
- Manage routine upkeep of exterior areas, remove garbage daily, both indoors and outdoors, as needed for the safety of all clients and staff.
- Requisitions, receives, and stores materials and supplies in a safe place which is always kept locked and away from clients.
- Ensure standards of sanitation are met and maintained by adhering to health and safety and sanitation policies and procedures.
- Ensures general maintenance and cleaning of kitchen, staff areas, grounds, showers, and restrooms using a cleaning schedule which defines the tasks on a daily, weekly, and monthly basis.
- Assists the staff to ensure that the physical environment is clean, safe, and inviting, respectful of the clients' cultures and ethnic diversity, reflects the needs of the clients served and that areas are well organized into easily recognizable functional areas.
- Works with shelter volunteers and clients and assists when donations are delivered.
- Must be able to work alternative schedules such as nights, weekends, and holidays.

Other Job Specific Duties:
- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Familiarity with problems of homeless, socially, and economically challenged families.

Ability to:

- Demonstrate good interpersonal skills.
- Work as a positive team member.
- Communicate effectively, verbally and in writing.
- Work with conceptual matters.
- Assist with allocation of onsite resources.
- Effectively present shelter program services information to the public.
- Establish professional working relationships with staff, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, regulations.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- Custodial experience preferred.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

OTHER REQUIREMENTS:

- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Food Handler certification within 30 days of employment.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

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ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Custodian – Housing Services			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting		x	
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Food Prep Specialist - Housing Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Housing Services Operations Manager, the Food Prep Specialist is responsible for planning, coordinating, evaluating, and supervising the food services at the M Street Navigation Center and Safe Camping/Parking in accordance with all state, federal, and local regulations.

SUPERVISION RECEIVED:
Housing Services Operations Manager

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Provide leadership in the kitchen by establishing and maintaining quality work standards.
- Assists in the training of new food service employees and volunteers.
- Responsible for food budget and invoice tracking and monitoring.
- Evaluate food service appliances and operating supplies used for food service.
- Monitor the preparation of food, ensuring compliance with policies, procedures, food safety, and sanitation requirements.
- Responsible for ensuring the overall maintenance of the kitchen and equipment is kept up to standards.
- Oversee the storage of delivered meals and snacks according to accepted procedures to maintain temperature, sanitation, and quality control.
- Ensures ongoing communication with food prep staff and leadership in a timely manner and conducts weekly meetings to plan and implement new food service strategies.
- Responsible for developing the monthly menus in accordance with the Child and Adult Care Food Program (CACFP).
- Coordinate donations from food vendors and incorporate them into monthly menus.
- Prepares and submits accurate and timely reports, incident reports and all correspondence as required.
- Work in collaboration with shelter staff, providers, volunteers, law enforcement, code enforcement and county officials to implement strategies, techniques, and/or recommendations.
- Responsible for ordering and monitoring of food inventory relating to meal preparation and delivery.
- Aid and support to food prep staff, custodial staff, shelter staff, shelter providers, and

volunteers as needed.
- Responsible for ensuring that Health and Safety protocols are followed.

Other Job Specific Duties:
- Prepares, conducts, and attends all meetings, trainings, and conferences, as assigned.
- Maintains a safe and functional work environment.
- Prepares and coordinates kitchen staff schedules.
- Work alternative hours as required, including nights, weekends, and holidays.
- Performs other tasks as may be required for the efficient operation of a comprehensive, integrated program.
- Works with Volunteer Coordinator to promote volunteers and donations.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency policies and procedures.
- Principles of good nutrition and quantity food preparation and service.
- Basic cost accounting techniques.
- Applicable federal, state, and local laws, codes, and regulations.
- Correspondence and report writing practices and procedures.
- Current challenges of homeless and socially and economically challenged families.
- Food meal preparation, safety, and sanitation.
- The contributions of volunteers and clients who may be non-professional.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.

Ability to:
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present shelter program services information to the public.
- Interpret and implement a variety of regulatory standards and guidelines.
- Establish professional working relationships with vendors, staff, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, regulations and Agency and departmental policies and procedures.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma

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- Associate degree in nutrition and dietetics, food service management, or related field.
- Additional experience may be substituted for education requirements on a year for year basis.
- At least two (2) years' experience in food services administration.
- Food Handler certification within 30 days of employment.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Fully fluent in English and Spanish desirable.
- Successful completion of live scan clearance, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

POSITION TITLE: Food Prep Specialist – Housing Services			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting		x	
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	

DRAFT

Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs		x			x	
76-100 lbs	x			x		
100+ lbs	x			x		

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Food Prep Technician - Housing Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 05 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under direction of the Housing Services Operations Manager, the Food Prep Technician is responsible for overseeing and maintaining quality meal services that are provided to the residents of the M Street Navigation Center and Safe Camping/Parking.

SUPERVISION RECEIVED:
Housing Services Operations Manager

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Prepare meal items to be distributed to M Street Navigation Center and Safe Camping/Parking clients.
- Follows all food safety and sanitation policies, procedures, regulations, and requirements.
- Assist the Food Prep Coordinator to develop holiday and special event menus and meals.
- Prepares and submits accurate and timely reports, incidents reports and all correspondence as required.
- Prepares food from approved menus and/or from food donations.
- Ensures food is prepared and ready for distribution on time.
- Follows daily cleaning schedule to perform janitorial duties.
- Receives, inspect, and records the quantity and quality of food and food supplies delivered.
- Ensure all items are properly labeled, dated, and packaged correctly using the center count sheets.
- Maintains all food at appropriate temperatures.
- Inspect kitchen equipment to ensure it is in good working condition prior to use and reports any concerns.
- Assist in maintaining the kitchen inventory.
- Assists in the training of new kitchen staff and volunteers.

Other Job Specific Duties:
- Prepares, conducts, and attends all meetings, trainings, and conferences, as assigned.
- Attends and participates in in-service training programs, staff meetings, and safety meetings.
- Ability to work independently and as a team.

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- Maintains a safe and functional work environment.
- Must be able to work alternative schedules including nights, weekends, and holidays.
- Performs other tasks as may be required for the efficient operation of a comprehensive, integrated program.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures
- Applicable federal, state, and local laws, codes, and regulations.
- Correspondence and report writing practices and procedures.
- Food meal preparation, safety, and sanitation.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Interpret and implement a variety of regulatory standards and guidelines.
- Establish professional working relationships with staff, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, regulations, and Agency.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma.
- At least two (2) years' experience in food services administration.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

OTHER REQUIREMENTS:

- Must be able to obtain the CPR certification within 90 days of employment.
- Food Handler certification within 30 days of employment.
- Narcan Training certification within 90 days of employment.
- Fully fluent in English and Spanish desirable.

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- Successful completion of live scan clearance, physical, substance abuse screening, TB, and all required vaccinations

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

POSITION TITLE Food Prep Technician – Housing Services			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting		x	
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	

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26-50 lbs		x			x	
51-75 lbs		x			x	
76-100 lbs	x			x		
100+ lbs	x			x		

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Lead Shelter Worker - Housing Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 5 **FLSA Status:** Non-Exempt **Date Approved:** 11/30/2022

SUMMARY:

Under the direction of the Housing Services Program Operations Manager, trains new Shelter Workers on the day-to-day responsibilities, during their shift, identifies and provides social services to homeless individuals at the M Street Shelter and Safe Parking/Encampment. Works collaboratively with operations staff, providers, and volunteers. Identifies training needs when necessary.

SUPERVISION RECEIVED:

Housing Services Operations Manager

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Facilitates the orientation and training of new shelter staff while collaborating effectively with team members, service providers, volunteers, and community stakeholders.
- Identifies and provides direct services to homeless individuals at the M Street Navigation Center and Safe Camping/Parking around the clock. Services may include intake, assessment, information and referral, distribution of needed basic supplies, as well as on-site client supervision, identifying training needs for new shelter workers.
- Works with security, emergency services personnel (law enforcement and paramedics, etc.) as well as shelter providers, e.g., medical, and mental health personnel.
- Performs client sign-in and data collection process and maintains appropriate program attendance records and other records as required.
- Works with shelter staff, volunteers, and multiple service providers to enhance, augment, and coordinate service delivery to program clients.
- May be required to assist security with screening clients for entry to homeless programs, including identifying inappropriate behavior, checking for possession of weapons, and evidence of alcohol or controlled substances.
- Maintains a safe environment by continually monitoring the immediate site and premises, ensures bed, parking and tent checks are conducted properly.
- Enforces Homeless Services and site-specific policies and procedures.
- Performs and/or assists with HMIS intake and client assessment. Acts as a client resource by providing referrals for services available in the community.
- Manage clients by utilizing conflict resolution skills and crises management techniques.

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- Manages Homeless Services documentation, including client messages, daily log, client warnings, incident reports, CWS reports, filing, and other clerical duties as required.
- Coordinates and oversees ongoing client housekeeping activities to ensure programs are always clean and safe, especially prior to clients vacating program premises.
- Addresses maintenance and housekeeping issues as they occur. May be required to operate day center laundry equipment.
- Distribute personal hygiene items to clients.
- Supports CAPK mission by providing care and assistance to clients and encouraging and facilitating self-sufficiency.
- Assists with food services.
- Maintains facility operations and opening and closing of the site.

Other Job Specific Duties:

- Assist with training and providing directions to other new shelter workers, various line staff, providers, and volunteers, as needed.
- Attend staff meetings and training sessions as required.
- Ability to work alternative schedules such as morning, PM, overnight, with a rotating schedule every three months, to include weekends, and holidays.
- Performs other duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Correspondence and report writing practices and procedures.
- Current problems of homelessness and socially and economically challenged families.
- The contributions of volunteers and clients who may be non-professional.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Demonstrate good interpersonal skills.
- Work collaboratively in a teamwork environment.
- Communicate effectively, verbally and in writing.
- Problem-solve and make informed decisions.
- Work with conceptual matters.
- Administer Narcan to clients if required.
- Assist with allocation of onsite resources.
- Effectively present shelter program services information to the public.
- Establish professional working relationships with staff, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, regulations.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

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EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- Must be 18 years of age or older.
- Requires one (1) to three (3) years of experience providing direct human or health services to the economically disadvantaged, physically/mentally disabled, substance abuse/dual diagnosed individuals, the elderly, and/or at-risk youth.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

OTHER REQUIREMENTS:

- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Food Handler certification within 30 days of employment.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Lead Shelter Worker – Housing Services			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting		x	
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	

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Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)			x
Pushing & Pulling (left hand)			x
Reaching (above shoulder level)			x
Reaching (below shoulder level)			x

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x				x
26-50 lbs		x			x	
51-75 lbs		x		x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Lead Transport Driver - Housing Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 04 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Housing Services Program Administrator, safely operates shelter vehicle to transport shelter clients to various appointments during established transport hours. Develops and covers established routes, follows schedules, maintains orderliness, ensures passenger safety, and helps passengers in and out of the vehicle. Responsible for keeping records of vehicle mileage, maintenance and passenger drop-off and pick-up times and established routes. Keeps the vehicle in clean and good working condition and follows established transport procedures and policies.

SUPERVISION RECEIVED:
Housing Services Program Administrator

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Responsible for establishing transport routes and schedules.
- Performs primary vehicle operational maintenance and inspections before and after transporting clients.
- Maintains orderliness and ensures passenger safety at pick-up and drop-off.
- Schedules regular operating maintenance, safety, and inspections.
- Data collection and reporting of transport activities in a timely manner.
- Monitors related and/or assigned reports to ensure all mandatory requirements are met.
- Works in collaboration with staff, providers, volunteers, and clients to implement transport strategies, techniques, and/or recommendations.
- Responsible for requisitioning appropriate supplies and materials for the vehicle transport program.
- Ensure records, files, daily logs, mileage, trip plans and gas receipts are maintained and submitted in an accurate and timely manner.
- Ensures ongoing and consistent communication with the M Street leadership team.
- Work collaboratively with food prep staff, custodial staff, shelter staff, internal and external stakeholders.

Other Job Specific Duties:
- Works alternative hours as required, including nights, weekends, and holidays.

- Prepares, conducts, and attends all meetings, trainings, and conferences, as assigned.
- Maintains a safe and functional work environment.
- Is proactive, in cooperation with other divisions and Agency staff, partners, vendors, volunteers, and clients in achieving the transport program goals.
- Performs other tasks as assigned to ensure efficient operation of the comprehensive, integrated transport program.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Correspondence and report writing practices and procedures.
- Current problems of the homeless and socially and economically challenged families.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Essential driver safety techniques.
- Navigation applications and proficiency in navigation skills.

Ability to:

- Demonstrate good interpersonal skills.
- Work independently.
- Demonstrate time management and organizational skills.
- Verbally deescalate clients who are at risk for aggression.
- Work collaboratively as a productive team member.
- Communicate effectively, verbally and in writing.
- Work with conceptual matters.
- Plan, organize, and allocate resources.
- Effectively present housing program services to the public.
- Establish professional working relationships with staff, vendors, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, and regulations.
- Reasonably obtain knowledge of Agency and departmental policies and procedures.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma.
- At least two (2) years of passenger driver experience.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

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OTHER REQUIREMENTS:

- Possession of a valid California Driver's license, current automobile insurance, and acceptable driving record substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be able to obtain applicable certifications/licensing relating to homeless programming, as appropriate.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Bilingual language fluency (English/Spanish) desired.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those employees' encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Lead Transport Driver – Housing Services			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting		x	
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	

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Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Operations Manager - Housing Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Program Administrator, the Operations Manager is responsible for the supervision of maintenance, renovation, and/or alteration of all homeless shelter program sites including but not limited to, the low barrier navigation center, safe parking, and encampment. The Operations Manager will also oversee the day-to-day operations of the homeless shelter program and staff, specifically related to meal delivery and preparation, shelter beds, laundry, contracted kennels, bathrooms/showers, partner support, client support, and contracted security, ensuring compliance with all regulations. Provides a successful and supervised setting for staff, providers, volunteers, and clients. Provides on-going assessment on data reporting and collection as required, facilitates the progress of the shelter program and partner support. Responsible for maintaining compliance with all applicable regulations, policies, and procedures.

SUPERVISION RECEIVED:
Homeless Services Program Administrator

SUPERVISION EXERCISED:
Housing Services Food Prep Specialist, Housing Services Food Prep Technician, Housing Services Custodian, Housing Services Shelter Workers.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- In coordination with the Business Services and/or Operations Division, plans relocations, alterations, modifications, or major repairs.
- In coordination with the Risk Management Supervisor, develop and implement quality assurance activities such as training, on-site visitation, program review, and follow-up for maintenance.
- Work with the Risk Management Supervisor regarding all OSHA requirements.
- Coordinate and/or oversee maintenance of shelter vehicle.
- Assist Program Administrator with project status reports for all renovation projects.
- Produce and monitor annual budgets for the Operations Department.
- Monitor all aspects of facilities to include record keeping of all appropriate facility-related documents and ensure that check requests are completed in a timely manner.
- Ensure timely follow-up of maintenance and repairs where safety standards are an issue.
- Ensure ongoing communication with center staff in a timely manner and conducts weekly meetings.
- Conducts monthly meetings with county, law enforcement, contracted security leadership to discuss concerns, renovations, security practices and implementations at

the shelter.
- Supervises shelter staff and ensures overnight client numbers are accurately reported daily.
- Monitors kennel to ensure it is operating safely.
- Prepares and submits accurate and timely reports, assessments, incident reports and all correspondence as required.
- Responsible for all site purchases and invoices. Monitors invoices and submits Account Payables.
- Updates Public Health on any health and safety issues.
- Work in collaboration with shelter staff, providers, volunteers, law enforcement, code enforcement and county officials to implement strategies, techniques, and/or recommendations.
- Responsible for the operation and safety of client encampment.
- Responsible for minor repairs and ensures that all sitework orders are submitted in a timely manner.
- Responsible for overseeing the ordering and monitoring of food inventory relating to meal preparation and delivery.
- Provide support and guidance to food preparation teams, custodial personnel, shelter staff, service providers, and volunteers.
- Responsible for requisitioning and/or monitoring appropriate janitorial supplies, materials for the department, including, but not limited to, linens, blankets, pillows, towels, soap, shampoo, bathroom supplies, food supplies, and animal care supplies.
- Responsible for making sure health and safety protocols are followed.

Other Job Specific Duties:
- Prepares, conducts, and attends all meetings, trainings, and conferences, as assigned.
- Maintains a safe and functional work environment.
- Schedule staff and work alternative hours as required, including nights, weekends, and holidays.
- Collaborates with Orkin for bed bug monitoring, supports the Safe Camp program by managing hazardous material and human waste removal, coordinates with county maintenance during construction projects, and assists security personnel in conducting searches for drugs and hazardous materials.
- Works with Volunteer Coordinator to promote volunteers and donations.
- Perform other tasks as may be required for the efficient operation of a comprehensive, integrated program, and transports clients.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Correspondence and report writing practices and procedures.
- Current problems of the homeless and socially and economically challenged families.
- Food meal preparation, overnight shelter services, client personal care services and kennel operation.

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- The contributions of volunteers and clients who may be non-professional.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Vehicle maintenance/repair.

Ability to:

- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present shelter program services information to the public.
- Motivate subordinate employees.
- Interpret and implement a variety of regulatory standards and guidelines.
- Repair and maintain equipment.
- Establish professional working relationships with staff, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, regulations.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate or bachelor's degree in sociology, social services, psychology business administration, public administration, or related field preferred.
- At least two (2) years' supervisory experience.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.
- Any equivalent combination of education, training and experience that will demonstrate the capabilities to perform the described duties considered.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Food Handler certification within 30 days of employment.
- Fully fluent in English and Spanish desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

POSITION TITLE: Operations Manager – Housing Services						
Activity	**Hours Per Day**		**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	
Sitting				x		
Walking				x		
Standing				x		
Bending (neck)					x	
Bending (waist)					x	
Squatting				x		
Climbing				x		
Kneeling				x		
Crawling				x		
Twisting (neck)					x	
Twisting (waist)					x	
Is repetitive use of hand required?					x	
Simple Grasping (right hand)					x	
Simple Grasping (left hand)					x	
Power Grasping (right hand)				x		
Power Grasping (left hand)				x		
Fine Manipulation (right hand)					x	
Fine Manipulation (left hand)					x	
Pushing & Pulling (right hand)				x		
Pushing & Pulling (left hand)				x		
Reaching (above shoulder level)				x		
Reaching (below shoulder level)				x		
	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Program Administrator - Housing Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 14 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
The Housing Services Program Administrator is responsible for overseeing the development, implementation, and management of programs designed to assist individuals experiencing homelessness. This role involves coordinating services, resources, and community partnerships to create a supportive environment that promotes access to housing, healthcare, and social services. The Program Administrator will lead a team of case managers and support staff, ensuring the delivery of high-quality, low-barrier services that respect the dignity and needs of clients.

SUPERVISION RECEIVED:
Director of Housing & Supportive Services

SUPERVISION EXERCISED:
Housing Services Program Supervisor, Housing Services Operations Manager, Housing Services Volunteer Coordinator, Housing Services Program Coordinator, and Housing Services Transport Driver.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Design and implement programs and services tailored to the needs of individuals experiencing homelessness.
- Establish program goals, objectives, and performance metrics to measure success.
- Recruit, train, and supervise program staff, including case managers and support personnel.
- Conduct regular staff meetings and performance evaluations to ensure high-quality service delivery.
- Oversee case management processes, ensuring clients receive appropriate support and resources.
- Advocate for clients' needs within the community and with external service providers.
- Build and maintain relationships with local agencies, organizations, and stakeholders to enhance service delivery.
- Facilitate partnerships that provide comprehensive support, such as housing, healthcare, and employment services.
- Manage program resources effectively, including budgeting, funding applications, and financial reporting.
- Ensure compliance with relevant regulations, policies, and funding requirements.

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- Collect, analyze, and report on program data to evaluate effectiveness and inform future planning.
- Prepare reports for funders, stakeholders, and community partners, highlighting program outcomes and impact.
- Engage with the community to raise awareness of homelessness issues and the services offered by the navigation center.
- Organize and participate in outreach events to connect with potential clients and partners.
- Provide support during crisis situations, ensuring that clients receive immediate assistance and resources.
- Develop and implement crisis intervention strategies to address urgent client needs.
- Contribute to the development and revision of policies and procedures to improve service delivery and program effectiveness.
- Stay informed about the best practices and emerging trends in homeless services and advocacy.
- Develop and deliver training programs for staff on relevant topics, including trauma-informed care, conflict resolution, and cultural competency.

Other Job Specific Duties:

- Develop, implement, and evaluate programs aimed at reducing homelessness and supporting individuals in crisis.
- Supervise and support program staff, providing training and guidance to enhance service delivery.
- Collaborate with community organizations, government agencies, and stakeholders to ensure comprehensive service provision.
- Advocate for clients' needs and rights, ensuring they have access to necessary resources and services.
- Monitor program outcomes, maintain accurate records, and prepare reports for funding agencies and stakeholders.
- Assist in the development and management of program budgets, ensuring financial sustainability and compliance with regulations.
- Possess strong leadership skills, a deep understanding of homelessness and social services, and a commitment to providing compassionate and effective support to vulnerable populations.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsivities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Employment, political, and health services systems.
- Problems of the homeless and socially and economically challenged individuals and families.

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Ability to:

- Deal with conceptual matters.
- Plan, organize, and allocate resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and community members.
- Analyze and interpret statistical reports and legislation for program design and implementation.
- Monitor, analyze, and evaluate programs, including the development of system design and procedural guidelines.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.
- Work alternative hours as required, including nights, weekends, and holidays.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in sociology, business administration, public administration, or related field.
- Four (4) years' experience in administration/management, including program design, management, budgeting, program evaluation, community organization, public relations, or related experience.
- Two years of supervisory experience.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.
- Any equivalent combination of education, training and experience that will demonstrate the capabilities to perform the described duties considered.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- NARCAN certification within 90 days of employment.
- Bilingual language fluency (English/Spanish) highly desirable.
- Successful completion of live scan clearance, physical, TB, and substance abuse screening upon offer of employment.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.

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- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Program Administrator – Housing Services			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting		x	
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs.			x			x
11-25 lbs.		x			x	
26-50 lbs.		x			x	
51-75 lbs.	x			x		
76-100 lbs.	x			x		
100+ lbs.	x			x		

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Program Coordinator - Housing Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Housing Services Program Administrator, the Program Coordinator provides a wide variety of administrative and clerical duties. Assists with budgets, prepares reports, conducts inventories, and assists with organization and implementation of special projects. The Program Coordinator will support the Program Administrator with conducting a wide variety of high-level external and internal business requiring specialized expertise in business administration, information systems, and personnel management. This includes the application and interpretation of relative federal, state, and local laws. Interact with and support the shelter staff, partners, volunteers, and clients.

SUPERVISION RECEIVED:
Housing Services Program Administrator

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Maintain program records and files.
- Acquire and apply knowledge of program guidelines and policies.
- Furnish general information to the public.
- Provide clerical and secretarial assistance to the Housing Services Program Administrator.
- Communicate information, advice, and instructions as an agent for assigned administrator.
- Prioritize workflow, including handling routine matters such as business mail, faxing, and photocopying.
- Order, monitor, and maintain department stock, including office supplies and other materials.
- Efficient planning, organizing, and scheduling of client medical and dental appointments as well as follow- ups.
- Support and assist shelter partners with various shelter needs (i.e. supplies etc.).
- Work in collaboration with the Housing Services Volunteer Coordinator.
- Ensures ongoing communication with M Street leadership and the CAPK Communications Team.

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- Work in collaboration with shelter staff, providers, volunteers, law enforcement, code enforcement, and county officials to implement strategies, techniques, and/or recommendations.
- Manage social media pages for M Street Navigation Center.

Other Job Specific Duties:

- Work with the Housing Services team to identify programming needs.
- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours, including nights and weekends.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Correspondence and report writing practices and procedures.
- Current problems of homelessness and socially and economically challenged families.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Language translation and interpretation strategies and techniques.

Ability to:

- Address conceptual issues.
- Multi-task in a fast paced, high energy work environment.
- Demonstrate strong leadership skills and good work ethic.
- Verbally deescalate clients who are at risk for aggression.
- Plan, organize, and allocate resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Attend evening and weekend meetings as necessary.
- Effectively present Shelter program information to the public.
- Establish professional working relationships with staff, agencies, and partners.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent required.
- Associate degree in social service or related field preferred.
- Three (3) years of clerical experience preferred.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

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OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Food Handler certification within 30 days of employment.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those employees' encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Program Coordinator - Housing Services			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting		X	
Walking		X	
Standing		X	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	

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Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Program Manager - Housing Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a jobclass. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
The Program Manager for Housing Services provides leadership, oversight, and strategic direction for the housing program, ensuring alignment with Housing First principles and Trauma-Informed Care. The Program Manager oversees the day-to-day operations of the program, manages staff, and cultivates partnerships with community organizations and stakeholders. The Program Manager is responsible for program development, implementation, evaluation, and compliance with all applicable regulations. They work closely with a diverse client population, including individuals experiencing homelessness, mental health challenges, substance abuse issues, and justice involvement.

SUPERVISION RECEIVED:
Housing Services Program Administrator

SUPERVISION EXERCISED:
Shelter Program Specialist and Housing Navigators-Shelter

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enableindividuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Develop and implement short-term and long-term strategic plans for the housing program, aligned with the organization's mission and Housing First principles.
- Lead the program team in setting and achieving program goals, objectives, and performance targets.
- Stay abreast of best practices and emerging trends in homeless services, Housing First, Trauma-Informed Care, and related fields.
- Advocate for policies and system-level changes that promote housing access and support for individuals experiencing homelessness.
- Supervise, mentor, and evaluate program staff, including Shelter Program Specialists, Housing Navigators, Case Managers, and other direct service providers.
- Foster a positive, supportive, and trauma-informed work environment for staff.
- Conduct regular staff meetings, provide professional development opportunities, and promote teamwork and collaboration.
- Oversee the day-to-day operations of the housing program, ensuring efficient and effective service delivery.
- Develop and implement program policies and procedures, ensuring compliance with federal, state, and local regulations, and align with Housing First and Trauma-Informed Care principles.
- Monitor program data, track outcomes, and prepare reports to evaluate program effectiveness and inform continuous improvement efforts.

- Cultivate a client-centered program culture that prioritizes client choice, self-determination, and empowerment.
- Ensure that clients have access to a comprehensive range of services, including housing navigation, case management, mental health support, substance abuse treatment, and linkages to community resources.
- Work collaboratively with clients to develop individualized housing plans and support their successful transition to permanent housing.
- Establish and maintain strong partnerships with community organizations, service providers, landlords, funders, and other stakeholders.
- Participate in community coalitions, task forces, and advocacy efforts related to homelessness and housing.
- Represent the organization at community events and meetings.

Other Job Specific Duties:

- Prepare, conduct, and attend all meetings, trainings, and conferences as assigned.
- Maintain a staff schedule.
- Work alternative hours as required, including nights, weekends, holidays and rotating on-call duties.
- Maintain a safe and functional work environment.
- Work collaboratively with staff, partners, volunteers, and clients in achieving the monthly shelter and program goals.
- Performs other tasks as required for the efficient operation of the comprehensive, integrated shelter program.
- Maintain confidentiality of client information and records.
- Performs other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Housing First principles and Trauma-Informed Care.
- Best practices in homeless services, case management, and supportive housing.
- Local continuum of care and partner agencies.
- Proficiency in Microsoft Office Suite and data management systems.

Ability to:

- Demonstrate good interpersonal skills.
- Work as a positive team member and demonstrate strong leadership, management, and supervisory skills.
- Communicate effectively, verbally and in writing.
- Work with conceptual matters.
- Plan, organize, and allocate resources.
- Effectively present shelter program services information to the public.
- Establish professional working relationships with staff, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, and regulations.

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- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.
- Demonstrate excellent communication, interpersonal, and conflict resolution skills.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in social work, psychology, public administration, or a related field required.
- At least three (3) years of progressively responsible experience in homeless/housing services or a related field, with at least one (1) year in a supervisory or management role.
- Demonstrated experience in program development, implementation, and evaluation.
- Experience working with individuals experiencing homelessness, mental health challenges, substance abuse issues, and justice involvement and/or any duration of lived experience.
- Any equivalent combination of education, training and experience that will demonstrate the capabilities to perform the described duties considered.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Food Handler certification within 30 days of employment.
- Bilingual language fluency (Spanish/English) desirable.
- Successful completion of live scan, physical, TB, substance abuse screening and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those employee encounters inperforming the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enableemployees with disabilities to perform the essential duties.

POSITION TITLE Program Manager - Housing Services			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLYUP TO 4 HOURS**	**FREQUENTLY4-8 HOURS**
Sitting		X	
Walking		X	

Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Program Supervisor - Housing Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a jobclass. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Supervises the day-to-day operations of the Housing Navigators, HMIS, case management, service providers, and client support, ensuring compliance of all funding source regulations. Provides a successful and supervised setting for staff, providers, volunteers, and clients. Performs on-going assessments on data reporting, collection and case management. Facilitates the progress of the shelter program and partner support while maintaining compliance with all applicable regulations, policies, and procedures.

SUPERVISION RECEIVED:
Housing Services Program Administrator

SUPERVISION EXERCISED:
Shelter Program Specialist and Housing Navigators-Shelter.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enableindividuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Responsible for the monitoring of day-to-day operations and staff specifically related to CES, HMIS, case management, service providers and client support to ensure compliance with federal, state, and local regulations, including indoor and outdoor environments.
- Ensure ongoing communication with the center staff in a timely manner.
- Address all staff, volunteer, service providers, and client concerns under the direction of the Housing Services Program Administrator.
- Monitor related and/or assigned electronic reports to ensure all mandatory requirements are met.
- Prepare and submit accurate and timely reports, assessments, and correspondence as required.
- Ensure maintenance of required program files.
- Schedule daily intake for shelter to maintain maximum occupancy.
- Work in collaboration with shelter staff and providers to mentor staff and volunteers to implement strategies, techniques, and/or recommendations.
- Provide technical assistance and guidance to Housing Navigators, shelter staff, providers, and community/volunteers.
- Responsible for requisitioning appropriate supplies and materials for the department.
- Work in collaboration with Housing Navigators, shelter staff, providers, volunteers, law enforcement, code enforcement, and county officials, to implement strategies, techniques, and/or recommendations.

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- Report monthly data to agencies within the BKRHC.
- Responsible for making sure health and safety protocols are followed.
- Ensure client records, individual case files, daily logs, and service statistics are maintained in an accurate and timely manner
- Reenforce shelter policy to clients in violation.

Other Job Specific Duties:

- Prepare, conduct, and attend all meetings, trainings, and conferences as assigned.
- Maintain a staff schedule and work alternative hours as required, including nights, weekends, holidays and rotating on-call duties.
- Maintain a safe and functional work environment.
- Is proactive, in cooperation with other center staff, partners, volunteers, and clients in achieving the monthly shelter and program goals.
- Performs other tasks as required for the efficient operation of the comprehensive, integrated shelter program.
- Performs other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Correspondence and report writing practices and procedures.
- Current problems of the homeless and socially and economically challenged families.
- The contributions of volunteers and clients who may be non-professional.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.
- Local continuum of care and partner agencies.

Ability to:

- Demonstrate good interpersonal skills.
- Work as a positive team member.
- Communicate effectively, verbally and in writing.
- Work with conceptual matters.
- Plan, organize, and allocate resources.
- Effectively present shelter program services information to the public.
- Establish professional working relationships with staff, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, and regulations.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

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- Associate degree from any accredited college or university with major in one of the social services, psychology, or related field.
- Bachelor's degree desired.
- At least two (2) years' supervisory experience.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.
- Any equivalent combination of education, training and experience that will demonstrate the capabilities to perform the described duties considered.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Food Handler certification within 30 days of employment.
- Bilingual language fluency (Spanish/English) desirable.
- Successful completion of live scan, physical, TB, substance abuse screening and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those employee encounters inperforming the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Program Supervisor - Housing Services			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLYUP TO 4 HOURS**	**FREQUENTLY4-8 HOURS**
Sitting		x	
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x

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Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLYUP TO 4 HOURS**	**FREQUENTLY4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLYUP TO 4 HOURS**	**FREQUENTLY4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26- 50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Housing Navigator - Shelter

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 07 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Program Supervisor, the Shelter Housing Navigator works with community service providers to build relationships with the community, provide advocacy, and link to benefits and housing. The primary goal is to receive referrals from service providers and social services agencies for unsheltered individuals through community referrals. The Housing Navigator will administer assessment tools, facilitate referrals and resources, and connect to social services and permanent housing. The Housing Navigator will also assist individuals in obtaining housing readiness documentation and enter data into the homeless management information system (HMIS) and/or customer relations management (CRM) software. The Housing Navigator will work as part of a larger team within the Bakersfield-Kern Regional Homeless Collaborative (BKRHC) and other community partners.

SUPERVISION RECEIVED:
Housing Services Program Supervisor

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Receives referrals from Coordinated Entry System (CES) law enforcement, mental health services and hospitals for individuals needing emergency shelter.
- Conducts intakes, Housing Needs Assessments, and works with the client to develop a housing stability plan to identify barriers to housing such as medical needs, budget needs by completing a monthly budget plan, and vital documents needed for housing.
- Conducts appropriate assessments (QRT and VI-SPDAT), enters clients in the Coordinated Entry System, HMIS homeless database and CRM, as appropriate, for all clients receiving housing services.
- Accurately input information into the database to minimize errors and duplicate entries.
- Works directly with homeless service providers and designated community service providers.
- Assists with and participates in weekly conference calls with homeless service providers/others.
- Complies with the policies and procedures under the BKRHC/CoC, HUD, and related guidelines for a CES program.

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- Maintains case management, documentation, and forms. If applicable, ensure that all regulations and standards of care are followed per policy and procedures.
- Ensures program follow-ups are completed in a timely manner including needs assessments, follow-up appointments, and housing applications.
- Ensures data and application quality and, when appropriate, works with providers to improve submission processes.
- Conduct orientation for new residents by providing facility tours, explaining shelter rules and expectations, and reviewing pet policies.

Other Job Specific Duties:

- Assists and participate in BKRHC meetings as assigned.
- Prepares, conducts, and attends all CAPK meetings, trainings, and conferences as assigned.
- Collaborates with multidisciplinary teams to streamline the housing process, record keeping, effective case management and partners with them.
- Must be able to work alternative schedules such as nights, weekends, and holidays.
- Other duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged homeless individuals.
- Community outreach services.

Ability to:

- Multitask in a fast-paced environment with prompt attention to client needs.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan and implement developmentally appropriate routines, activities, and experiences.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.
- Understand and apply written regulations and instructions.
- Work with accuracy and attention to detail.
- Operate and use modern office equipment, including multi-line phone systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.

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- Deliver presentations and speak at events on topics related to homelessness.
- Demonstrate excellent communication, organizational, and problem-solving skills to effectively collaborate with MCPs, landlords, and community partners.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma required.
- Associate's degree in social services or related field preferred.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.
- Knowledge of Kern health and social services preferred.
- Up to one (1) year case management.
- Experience working with individuals or families facing housing instability.
- Strong understanding of housing programs and health-related social services.

OTHER REQUIREMENTS:

- Possession of a valid California Driver's license, current automobile insurance, and acceptable driving record substantiated by a DMV printout.
- Must be able to obtain applicable certifications/licensing relating to homeless programming, as appropriate.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Must be able to complete and pass all department training requirements.
- Bilingual language fluency (English/Spanish) desired.
- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Shelter Housing Navigator				
Activity	**Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			X	
Walking			X	

DRAFT

Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing &Pulling (left hand)		**x**	
Reaching (above shoulder level)		**x**	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Program Specialist - Shelter

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Program Supervisor and in coordination with the Housing Navigators, the Shelter Program Specialist will develop and maintain relationships with agencies and community groups who provide community, health, and housing services in Kern County. Assists in the maintenance and training of the Housing Navigators in HMIS, CRM, and other online databases. Support the Housing Navigator in providing advocacy, assisting with connection to benefits, and housing. The primary goal is to work with individuals experiencing homelessness to obtain housing readiness documentation and enter data into the homeless management information system. Administer assessment tools, facilitate referrals and resources, and connect clients to social service resources. The Shelter Program Specialist will work as part of a larger team within the Bakersfield Kern Regional Homeless Collaborative (BKRHC).

SUPERVISION RECEIVED:
Housing Services Program Supervisor

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Conduct appropriate assessments (QRT and VI-SPDAT), enter clients in the Coordinated Entry System (CES) and input client's data into the Homeless Management Information System (HMIS) database for all clients receiving homeless services.
- Maintain communication with Housing and Supportive Services staff, homeless service providers, and related resources about status and client progress.
- Enter data into the HMIS system for shelter and housing placement, including case management and follow-up to complete client profile.
- Work closely with Housing Navigator to minimize errors and duplicate entries.
- Assist in data collection and reporting.
- Work directly with homeless service providers and designated community service providers.
- Assist with and participate in weekly conference calls with homeless services providers and the CES.
- Participate in the monthly By Name List (BNL) case conferencing calls for the Built for Zero working group.
- Complete intake and exit with clients.

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- Maintain case management documentation and forms, including to ensure that all standards, regulations, and best practices are followed per policy and procedures.
- Coordinates and provides training for new and existing Housing Navigators.
- Assists with preparation of reports, and participation in the design of new systems.
- Provides necessary information, problem assessment, referral, and follow up appropriate to client's and provider's needs.
- Utilizes professionalism in working with community resources, providers, and others.
- Represents the Homeless Services Division through public presentations in the community and committee participation, which may include evenings and weekends.
- Comply with the policies and procedures under the BKRHC/CoC, HUD, and all other related guidelines for the CES program.
- Ensure program follow-up is completed in a timely manner.
- Responsible for creating digital files in SharePoint for clients that have been discharged from the program.
- Responsible for creating sign-up sheets for shelter services (i.e. shower, meal and laundry) and generate program roster reports.
- Conducts intakes, Housing Needs Assessments, and works with the client to develop a Housing Stability plan to identify barriers to housing such as medical needs, budget needs by completing a monthly budget plan, and vital documents needed for housing.

Other Job Specific Duties:

- Assist and participate in BKRHC meetings and trainings.
- Prepares, conducts, and attends all meetings, trainings, and conferences as assigned.
- Must be able to work alternative schedules such as nights, weekends, and holidays.
- Travel for work as necessary.
- Other duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations,
- Windows based computer applications, including Excel, PowerPoint, Word, and Outlook.
- Identify barriers of the unsheltered population and economically challenged individuals and connect them to mainstream resources.

Ability to:

- Multitask in a high stress environment, with focused attention to the client's needs.
- Analyze problems and identify alternative solutions.
- Utilize correct grammar and spelling.
- Plan and implement developmentally appropriate routines and activities.
- Plan, organize, and allocate resources.
- Work independently.
- Work with accuracy and attention to detail.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.

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- Provide guidance, interpret, and explain policies and procedures.
- Speak at public engagements on issues related to homelessness.
- Maintain professional relationships with diverse groups and community representatives.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.
- Understand and apply written regulations and instructions.
- Work with accuracy and attention to detail.
- Operate and use modern office equipment, including a multi-line phone system.
- Effectively organize and prioritize assigned work.
- Establish and maintain effective working relationships with other people.
- Communicate effectively, verbally and in writing.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate's degree in health and human services, social services, database programing, or related field.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.
- Knowledge of Kern County health and social services preferred.
- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis.

OTHER REQUIREMENTS:

- Possession of a valid California's driver's license and state approved insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Fully fluent in English and Spanish desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

POSITION TITLE Shelter Program Specialist			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting		x	
Walking		x	

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Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
		OCCASIONALLY UP TO 4 HOURS	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Shelter Worker - Housing Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 04 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:

Under the direction of the Housing Services Operations Manager, identifies and provides social services to homeless individuals at the M Street Navigation Center and Safe Parking and Encampment. Works collaboratively with operations staff, providers, and volunteers.

SUPERVISION RECEIVED:

Housing Services Operations Manager

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Identifies and provides direct services to homeless individuals at the M Street Navigation Center and Safe Camping/Parking around the clock. Services may include intake, information and referral, distribution of basic supplies needed, as well as on-site client supervision.
- Works with security, emergency services personnel (law enforcement and paramedics, etc.) as well as shelter providers (e.g., medical, and mental health personnel).
- Performs client sign-in and data collection process and maintains appropriate program attendance records and other records as required.
- Works with shelter staff, volunteers, and multiple service providers to enhance, augment, and coordinate service delivery to program clients.
- May be required to assist security with screening clients for entry to homeless programs, including identifying inappropriate behavior, checking for possession of weapons, and evidence of alcohol or controlled substances.
- Maintains a safe environment by continually monitoring the immediate site and premises.
- Enforces Homeless Services and site-specific policies and procedures.
- Acts as a client resource by providing referrals for services available in the community.
- Manage clients by utilizing conflict resolution skills and crises management techniques.
- Manages Homeless Services documentation, including client mail, daily log, client warnings, incident reports, filing, and other clerical duties as required.
- Coordinates and oversees ongoing client housekeeping activities to ensure programs are always clean and safe, especially prior to clients vacating program premises (e.g., cleaning dorms, removing bedding, encampment clean up, etc.).

- Addresses housekeeping and maintenance issues as they occur and will be responsible for day center laundry equipment.
- Distribute personal hygiene items to clients.
- Supports CAPK mission by providing care and assistance to clients and encouraging and facilitating self-sufficiency.
- Assists with food preparation, serving, and maintaining the cleanliness of the kitchen to comply with the department of public health standards.

Other Job Specific Duties:

- Assists with training and providing directions to other staff, providers, and volunteers, as needed.
- Attends staff meetings and training sessions as required.
- Ability to work alternative schedules such as morning, evening, overnight, with a rotating schedule every three months, to include weekends, and holidays.
- Performs other duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Correspondence and report writing practices and procedures.
- Current problems of homelessness and socially and economically challenged families.
- Modern office practices, methods, procedures, and equipment, including computers.
- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Demonstrate good interpersonal skills.
- Work collaboratively in a teamwork environment.
- Communicate effectively, verbally and in writing.
- Problem solve and make informed decisions
- Work with conceptual matters.
- Administer Narcan to clients as required.
- Assist with allocation of onsite resources.
- Effectively present shelter program services information to the public.
- Establish professional working relationships with staff, partners, and volunteers.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, regulations.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.

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- Must be 18 years of age or older.
- Requires one (1) year of experience providing direct human or health services to the economically disadvantaged, physically/mentally disabled, substance abuse/dual diagnosed individuals, the elderly, and/or at-risk youth.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

OTHER REQUIREMENTS:

- Must be able to obtain the CPR certification within 90 days of employment.
- Food Handler certification within 30 days of employment.
- Narcan Training certification within 90 days of employment.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Shelter Worker – Housing Services			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting		x	
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	

Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)			x
Pushing & Pulling (left hand)			x
Reaching (above shoulder level)			x
Reaching (below shoulder level)			x

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x				x
26-50 lbs		x			x	
51-75 lbs		x		x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Volunteer Coordinator - Housing Services

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Housing Services Program Administrator, the Volunteer Coordinator is responsible for sourcing and recruiting volunteers, internal and external clients, and community members. The Volunteer Coordinator will oversee the Housing Services Volunteer Program, data collection of availabilities and skills, and record volunteer hours served. This position also solicits food and clothing donations from the community at large.

SUPERVISION RECEIVED:
Housing Services Program Administrator

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Develops and implements the Housings Services Volunteer Program.
- Allocate responsibilities, supervise performance, and manage retention of volunteers.
- Disseminates information for upcoming needs and events.
- Keeps detailed records of volunteer information and assignments.
- Keeps detailed records of food, hygiene supplies, and clothing donations.
- Motivates and inspires community members to participate in the Housing Services Volunteer Program and donate to the M Street Navigation Center.
- Oversight of volunteer teams for holidays and special events, as necessary.
- Provides leadership in the M Street Café by establishing and maintaining safety standards.
- Responsible for training and mentoring all volunteers.
- Ensures ongoing communication with M Street leadership and the CAPK Communications Team.
- Work in collaboration with shelter staff, providers, volunteers, law enforcement, code enforcement, and county officials to implement strategies, techniques, and/or recommendations.
- Aid and support kitchen staff, custodial staff, shelter staff, and internal and external stakeholders.

Other Job Specific Duties:
- Works with Housing Services kitchen staff to identify food needs.

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- Works with the Housing Services Operations and Program Services supervisors to identify client clothing and hygiene needs.
- Works with Housing Services kitchen staff to receive, inspect, and confirm the quantity and quality of food donations delivered.
- Attends and participates in in-service training programs, staff meetings, and safety meetings.
- Must be able to work alternative schedules such as nights, weekends, and holidays.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsivities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Organizational practices.
- Data collection and reporting.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Organizational skills and working knowledge of databases.

Ability To:

- Multi-task in a fast paced, high-energy work environment.
- Attend all CAPK meetings, trainings, and conferences assigned.
- Demonstrate strong leadership skills and good work ethic.
- Verbally deescalate clients who are at risk for aggression.
- Work with a diverse population.
- Work independently and in a team environment.
- Analyze problems and identify alternative solutions.
- Plan, organize, and allocate resources.
- Develop and arrange appropriate volunteer orientation and training.
- Prepare daily volunteer schedules for activities and follow up with volunteers and groups.
- Prepare clear and concise reports.
- Exercise sound, independent judgement within general policy guidelines.
- Operate and use modern office equipment, including a multi-line phone system.
- Effectively prioritize assigned work.
- Establish and maintain effective working relationships with other people.
- Communicate the mission of the Shelter, the need for food/clothing donations, and the need for volunteer assistance to a variety of local organizations and high schools.
- Coordinate and lead a team.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

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EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent required.
- Associate degree in social services or related field preferred.
- One (1) year of supervision in a volunteer or operations program.
- Experience volunteering locally.
- Experience recruiting through various channels.
- Up to one (1) year experience working with the unsheltered population and/or any duration of lived experience.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Food Handler certification within 30 days of employment.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those employees' encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Volunteer Coordinator - Housing Services			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting		x	
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	

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Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Justice Involved Navigator

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 07 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Reentry Program Manager, the Justice Involved Navigator will provide support and guidance to individuals experiencing homelessness who are justice involved. The Justice Involved Navigator will implement appropriate interventions and support systems that address the underlying factors contributing to homelessness and criminal behavior. In this role, the Justice Involved Navigator will play a crucial part in aiding individuals to navigate the complex intersection of homelessness and the criminal legal system.

SUPERVISION RECEIVED:
Reentry Program Manager

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Always maintain a courteous and professional demeanor, using program's best practices and trauma informed care, ensuring a positive client experience.
- Maintains case files, documentation, and forms. If applicable, ensure that all regulations and standards of care are followed by policy and procedures, ensure that program follow-up is completed in a timely manner, and ensures quality of work and data accuracy.
- Ability to participate in outreach inside California Department of Corrections and Rehabilitation (CDCR) facilities and conduct outreach and in-reach at key intersecting points of the criminal justice system to identify and engage with justice involved persons experiencing homelessness.
- Safely operate in various outdoor environments and engage with diverse populations.
- Build rapport and establish trusting relationships with participants and community partners, highlighting the importance of empathy, active listening, and adaptability working with homeless communities.
- Assist with care coordination, which can include obtaining a government issued ID, health insurance, and other benefits, and connecting with a primary care provider or recovery treatment.
- Conduct comprehensive assessments of justice involved persons and develop personalized plans to reduce reoffending and recidivism, address legal concerns, housing instability, and overall well-being.

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- Collaborate with relevant agencies, multidisciplinary teams, service providers, emergency shelters, outreach programs, and community services to secure safe and stable housing options.
- Partner with justice system agencies to reduce encounters and involvement by deflecting and diverting individuals away from traditional criminal justice processes and towards community based supportive service alternatives.
- Forster positive relationships with local law enforcement, Department of Corrections and Rehabilitation, Adult Probations, and other agencies as needed.
- Work with individuals with severe and persistent mental illness, substance abuse disorders and other medical conditions.
- Establish and maintain liaison with various outside agencies and groups.
- Coordinate services with case managers from other agencies in accordance with individual service/recovery plans.
- Maintain client files with documentation including personal information, correspondence, financial statements, receipts, budget and agreement forms, reports, and progress notes.
- Assist clients with continuing disability reviews for SSA and other social service agencies as needed and when needed, utilize available resources for crisis intervention and emotional support for challenges related to their justice and homeless involvement.

Other Job Specific Duties:

- Assists and participates in BKRHC meetings and community events as assigned.
- Collaborates with multidisciplinary teams to streamline the housing process, record keeping, effective case management and partners with them.
- Conduct monthly home visits as needed.
- Public speaking and presentations to internal and external stakeholders.
- Other duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Current problems of socially and economically challenged homeless individuals.

Ability to:

- Multitask in a fast-paced environment, with prompt attention to client needs.
- Communicate effectively, verbally and in writing.
- Analyze problems and identify alternative solutions.
- Plan and implement developmentally appropriate routines, activities, and experiences.
- Plan, organize, and allocate resources.
- Work independently.

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- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.
- Understand and apply written regulations and instructions.
- Work with accuracy and attention to detail.
- Operate and use modern office equipment, including multi-line phone systems.
- Effectively organize and prioritize assigned work.
- Maintain professional relationships with diverse groups and community representatives.
- Speaking at engagements on issues related to homelessness.
- Maintain a safe and functional workplace environment.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma required or equivalent.
- Associate degree in the social sciences, criminal justice, or human services field preferred.
- Up to one (1) year experience working with the unsheltered or justice involved population and/or any duration of lived experience.
- Strong understanding of housing programs and health-related social services.
- Two (2) years of work experience in the human services field with justice involved preferred.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Must be able to obtain applicable certifications/licensing relating to homeless programming, as appropriate.
- Bilingual language fluency (English/Spanish) desired.
- Must be able to pass background check administered by CDCR.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are moderate to high. This includes exposure to biohazards.

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ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Justice Involved Navigator			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing &Pulling (left hand)		**x**	
Reaching (above shoulder level)		**x**	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Reentry Program Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a jobclass. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Director of Housing and Supportive Services, the Reentry Program Manager for Justice-Involved Services is responsible for designing, implementing, and overseeing comprehensive programs that support individuals involved with the criminal justice system. This role focuses on facilitating successful reentry, rehabilitation, and reintegration of clients into the community by providing services such as case management, workforce development, housing assistance, and mental health support. The Program Manager will lead a team of dedicated staff, collaborate with local community partners, and ensure compliance with relevant laws and regulations.

SUPERVISION RECEIVED:
Director of Housing & Supportive Services

SUPERVISION EXERCISED:
Justice Involved Navigator.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enableindividuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Design, implement, and oversee programs aimed at supporting justice-involved individuals in reentry, rehabilitation, and reintegration into society.
- Establish goals, objectives, and measurable outcomes for programs serving justice-involved populations.
- Develop program policies, procedures, and best practices to ensure compliance with legal requirements and organizational standards.
- Oversee the intake, assessment, and case management processes for justice-involved clients, ensuring individualized service plans.
- Provide guidance and support to program staff in delivering case management, counseling, and advocacy services.
- Monitor client progress and ensure the delivery of tailored services, such as mental health support, substance abuse treatment, housing assistance, and job placement.
- Build and maintain relationships with local law enforcement, probation officers, courts, and community organizations to ensure smooth program coordination and referral pathways.
- Develop partnerships with workforce development agencies, housing providers, healthcare services, and other stakeholders to support clients' reintegration needs.
- Attend community meetings and participate in local coalitions focused on justice-involved populations.
- Recruit, train, and supervise program staff, ensuring they have the necessary skills and

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resources to support clients.
- Provide ongoing professional development and mentorship to staff, encouraging a trauma-informed and client-centered approach.
- Lead regular staff meetings and ensure effective communication among team members.
- Track program performance metrics, client outcomes, and other relevant data to evaluate program success and areas for improvement.
- Prepare and submit reports for internal stakeholders, funders, and government agencies, ensuring timely and accurate reporting.
- Utilize data to make informed decisions about program adjustments and enhancements.
- Identify funding opportunities through grants, government contracts, and partnerships with community organizations.
- Prepare grant proposals, program budgets, and funding reports in alignment with the organization's mission and goals.
- Collaborate with development and finance teams to ensure sustainability and growth of programs.
- Stay informed about changes in criminal justice policies, laws, and regulations that impact the justice-involved population.
- Advocate for systemic changes that improve services for justice-involved individuals, such as criminal justice reform or reentry initiatives.
- Ensure program operations comply with all relevant legal requirements, contracts, and organizational policies.
- Provide crisis intervention and support to clients during challenging situations, such as legal issues, housing crises, or mental health emergencies.
- Work collaboratively with staff and external partners to resolve challenges and ensure continuity of care for clients.

Other Job Specific Duties:
- Assists in interviewing, hiring, training, evaluating, and mentoring staff and volunteers, providers, and vendors, as appropriate.
- Ensures project, vendor, partner, and client records, files, daily logs, plans, and service delivery statistics are maintained in an accurate and timely manner.
- Schedules staff, vendors, and volunteers
- Work alternative hours as required, including nights, weekends, and holidays.
- Travel for work as necessary.
- Prepares, conducts, and attends all meetings, trainings, and conferences, as assigned.
- Maintains a safe and functional work environment.
- Is proactive in building and maintaining professional relationships with other division and agency staff, partners, vendors, volunteers, and clients in achieving the housing program goals.
- Performs other tasks for the efficient operation of the comprehensive, integrated housing program.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

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Knowledge of:

- Agency and departmental policies and procedures.
- Professional correspondence and report writing practices and procedures.
- Current problems of the homeless and socially and economically challenged families.The contributions of volunteers and clients who may be non-professional.
- Modern office practices, methods, procedures, and computer equipment. Word processing, spreadsheet, database, and related software applications.

Ability to:

- Demonstrate good interpersonal skills.
- Work as a positive team member
- Communicate effectively, verbally and in writing.
- Plan, organize, and allocate resources.
- Effectively present housing program services to the public.
- Reasonably obtain knowledge of applicable federal, state, and local laws, codes, and regulations.
- Work with diverse populations whose circumstances may include mental health, substance abuse, medical issues, and other socioeconomic and environmental factors.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from an accredited college or university with major in human services, social work, social services, or related field.
- At least two (2) years of supervisory experience.
- Up to one (1) year experience working with the unsheltered or justice involved population and/or any duration of lived experience.
- Any equivalent combination of education and/or experience may be acceptable on a year-to-year basis.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Must be able to obtain applicable certifications/licensing relating to housing programming, as appropriate.
- Must be able to obtain the CPR certification within 90 days of employment.
- Narcan Training certification within 90 days of employment.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those employee encounters inperforming the essential functions of this job.

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- Work is performed indoors and outdoors.
- Noise level is moderate to high.
- Hazards are moderate to high. This includes exposure to biohazards.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Reentry Program Manager			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY4-8 HOURS**
Sitting			X
Walking			X
Standing			X
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			**CARRYING**		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY4-8 HOURS**
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lba	X			X		
100+ lbs	X					

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MEMORANDUM

To: Personnel Committee

From: Pritika Ram, Chief Business Development Officer

Date: January 8, 2025

Subject: *Agenda Item 4(b)*: Position Analysis and Equity Review for Community Development Division – **Action Item**

Over the past few months, the Community Development Division leadership has been diligently reviewing processes and operations to identify areas for improvement. Through this evaluation, it has become evident that restructuring the programmatic and administrative services within the Division is necessary to optimize our performance and ensure compliance with contractual obligations. This restructuring involved going through the CompEase process of updating job descriptions to streamline operations and better align with our organizational goals.

By updating the job descriptions, we aim to simplify roles, clarify responsibilities, and eliminate redundancies. This will allow us to operate more efficiently and effectively utilize our resources. In addition, CAPK is committed to upholding our contractual obligations. The restructuring will ensure that our program is equipped to fulfill these requirements promptly and effectively by adhering to contractual requirements.

Lastly, we recognize the importance of fair and equitable compensation for all staff members. As part of the restructuring, the leadership team, in conjunction with the Human Resources team, conducted a comprehensive review of salary structures to ensure pay equity across all roles. Ultimately, the goal of this restructuring is to enhance our ability to meet the needs of our community. By optimizing our operations, we can deliver higher-quality services in a timely and safe manner to our partners and clients.

Summary of Proposed Changes

Below is a description of the proposed position changes and fiscal sustainability:

Position Title	Proposed Changes	Current Grade	Proposed Grade
2-1-1 Program Administrator	Grade change, supervision exercised, duties and responsibilities, qualifications, and education.	Grade 12 Min. $37.72 Mid. $47.13 Max. $56.57	Grade 14 Min. $45.63 Mid. $57.04 Max. $68.44
2-1-1 Program Manager	Grade change, supervision exercised, supervision received, duties and responsibilities, qualifications, and education.	Grade 9 Min. $24.78 Mid. $31.01 Max. $37.21	Grade 12 Min. $35.58 Mid. $44.47 Max. $53.37

Information & Referral Coordinator	Grade change, supervision received, duties and responsibilities, qualifications, and education.	Grade 7 Min. $19.92 Mid. $23.43 Max. $26.96	Grade 9 Min. $25.45 Mid. $31.81 Max. $38.18
2-1-1 Program Specialist	Grade change, supervision received, duties and responsibilities, qualifications, and education.	Grade 6 Min. $18.53 Mid. $21.81 Max. $25.08	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30
Information & Referral Specialist I	Grade change, supervision received, duties and responsibilities, qualifications, and education.	Grade 4 Min. $16.38 Mid. $18.89 Max. $21.72	Grade 6 Min. $18.89 Mid. $23.62 Max. $28.34
Information & Referral Specialist II	Grade change, supervision received, duties and responsibilities, qualifications, and education.	Grade 5 Min. $17.24 Mid. $20.29 Max. $23.32	Grade 7 Min. $20.61 Mid. $25.77 Max. $30.92
First 5 Help Me Grow Care Coordinator	Grade change, duties and responsibilities, qualifications, and education.	Grade 8 Min. $21.59 Mid. $26.96 Max. $32.35	Grade 9 Min. $25.45 Mid. $31.81 Max. $38.18
First 5 Help Me Grow Development Specialist	Grade change, duties and responsibilities, qualifications, and education.	Grade 6 Min. $18.53 Mid. $21.81 Max. $25.08	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30
Community School Partnership Program Supervisor	Grade change, duties and responsibilities, qualifications, and education.	Grade 9 Min. $24.78 Mid. $31.01 Max. $37.21	Grade 10 Min. $28.39 Mid. $35.49 Max. $42.59
Community School Partnership Program Case Manager	Grade change, duties and responsibilities, and qualifications.	Grade 6 Min. $18.53 Mid. $21.81 Max. $25.08	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30
Grant Administrator	Grade change and duties and responsibilities.	Grade 12 Min. $37.72 Mid. $47.13 Max. $56.57	Grade 14 Min. $45.63 Mid. $57.04 Max. $68.44
Senior Grants Analyst	Formerly Senior Community Development Specialist II. Changes to duties and responsibilities.	Grade 11 Min. $32.80 Mid. $41.00 Max. $49.20	Grade 11 Min. $32.80 Mid. $41.00 Max. $49.20
Grants Analyst	Formerly Senior Community Development Specialist I. Change to duties and responsibilities.	Grade 10 Min. $28.54 Mid. $35.65 Max. $42.78	Grade 10 Min. $28.54 Mid. $35.65 Max. $42.78
Community Development Supervisor	Title change, formerly Outreach & Communications Supervisor, to support a broader scope and grant-funded projects.	Grade 10 Min. $28.54 Mid. $35.65 Max. $42.78	Grade 10 Min. $28.54 Mid. $35.65 Max. $42.78
Advocacy & Public Relations Manager	Grade change, duties and responsibilities, qualifications, and education.	Grade 11 Min. $32.80 Mid. $41.00 Max. $49.20	Grade 12 Min. $35.58 Mid. $44.47 Max. $53.37
Outreach & Communications Supervisor	Duties and responsibilities, qualifications, and education.	Grade 10 Min. $28.39 Mid. $35.49 Max. $42.78	Grade 10 Min. $28.54 Mid. $35.65 Max. $42.78
Outreach Specialist	Duties and responsibilities, qualifications, and education.	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30

Multimedia Specialist	Duties and responsibilities, qualifications, and education.	Grade 9 Min. $25.45 Mid. $31.81 Max. $38.18	Grade 9 Min. $25.45 Mid. $31.81 Max. $38.18
CAPK Foundation Director of Development	Grade change, supervision received and exercised, duties and responsibilities, and qualifications.	Grade 14 Min. $49.86 Mid. $62.34 Max. $74.82	Grade 16 Min. $57.44 Mid. $71.80 Max. $86.16
CAPK Foundation Donor Relations Administrator	Grade change.	Grade 12 Min. $37.72 Mid. $47.13 Max. $56.57	Grade 13 Min. $39.97 Mid. $49.96 Max. $59.95
CAPK Foundation Administrative Coordinator	Duties and responsibilities, qualifications, and education.	Grade 9 Min. $25.45 Mid. $31.81 Max. $38.18	Grade 9 Min. $25.45 Mid. $31.81 Max. $38.18

Fiscal Impact and Timeframe

The title and grade changes allow the Division to come up to market level and be competitive within our community, as well as improve ongoing employee retention. Staff reviewed the grade changes with our Chief Financial Officer, and it was determined that the fiscal impact of $48,981 for the proposed changes can be supported by the Community Development Division and grant-funded program (i.e., 2-1-1 and Community Schools Partnership Program) budgets.

Strategic Plan Impact

As part of the 2021-25 Strategic Plan, specifically under Goal 4: *CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the organization's desired results*, and as part of the following objectives, the proposal supports staff development, growth, and retention:

- Objective 4.2: Increase employee engagement, morale, and retention.
    - 4.2.1 Conduct an internal and external equity analysis to evaluate the labor market and fiscal impacts; (b) Complete development and consolidation of revised job descriptions.

Recommendation:

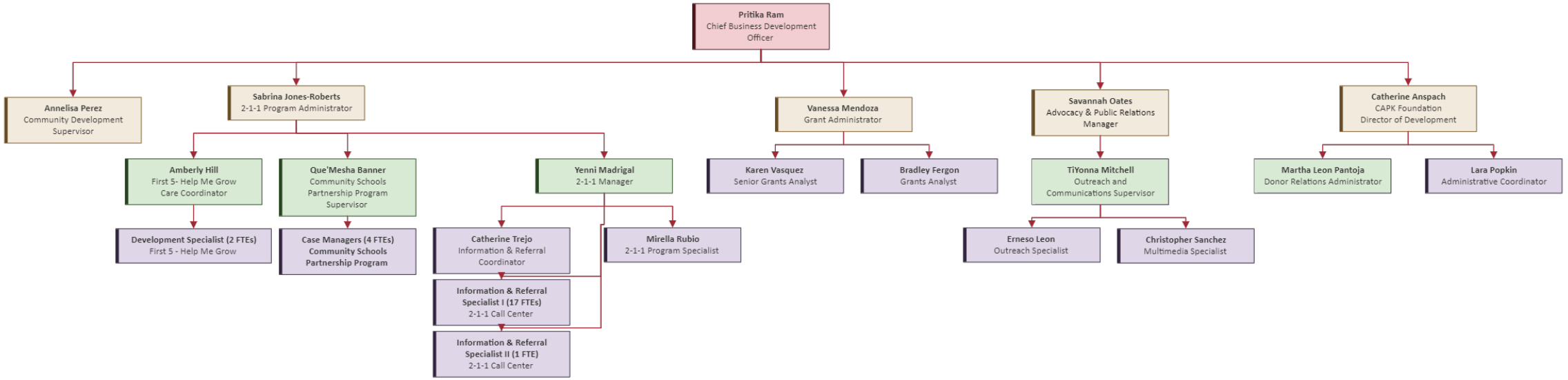
Staff recommend the Personnel Committee approve the revised Community Development Division job descriptions and grade changes.

Attachments:

Community Development Division Organizational Chart
Help Me Grow Care Coordinator Job Description
211 Help Me Grow Development Specialist Job Description
211 Information & Referral Coordinator Job Description
211 Information & Referral Specialist I Job Description
211 Information & Referral Specialist II Job Description
211 Program Administrator Job Description
211 Program Manager Job Description
211 Program Specialist Job Description
Community Development Supervisor Job Description
Community School Partnership Case Manager Job Description
Community School Partnership Program Supervisor Job Description
Foundation Administrative Coordinator Job Description
Foundation Director of Development Job Description

Foundation Donor Relations Administrator Job Description
Grant Administrator Job Description
Grants Analyst Job Description
Senior Grants Analyst Job Description
Advocacy & Public Relations Manager Job Description
Multimedia Specialist Job Description
Outreach & Communications Supervisor Job Description
Outreach Specialist Job Description

COMMUNITY DEVELOPMENT DIVISION



Care Coordinator - Help Me Grow Kern County

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Responsible for supervising and monitoring the overall effectiveness of the Help Me Grow Kern County (HMGKC) process, providing feedback to key professionals/organizations, parents, and medical providers working with children and delivering reports to responsible parties in the community. The HMGKC Care Coordinator will work with the Coordinating Body and the HMGKC community partners to address system improvement and secure resources needed to implement long standing goals.

SUPERVISION RECEIVED:
2-1-1 Program Administrator with dotted line performance reporting to the HMGKC Coordinating Body.

SUPERVISION EXERCISED:
Development Specialists

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Monitor the Help Me Grow Kern County (HMGKC) program and ensure the appropriate delegation of tasks amongst the Development Specialists.
- Complete and submit timely reports using the HMGKC Customer Relationship Management (CRM) system.
- Coordinate and participate in HMGKC and/or community events.
- Design and implement an outcome evaluation process to identify the programs' impact on the well-being of children and their families, and the effectiveness and efficiency of screenings, assessments, referrals, and treatment.
- Identify gaps in screening, assessment, and treatment resources and, in collaboration with local schools and professionals; develop a plan to increase the availability of needed treatment
- Collaborate with the HMGKC Coordinating Body to ensure the effective execution of initiatives. Partner with the team to develop and implement improvement plans, facilitate the translation of evaluation data into actionable quarterly feedback, and oversee ongoing progress monitoring.
- Work with the designated local call center (2-1-1) and community screeners (Human Services, Kern Regional Center, Kern County Behavioral Health and Recovery Services, Public Health, Public Schools, Pediatricians, Head Start, Early Head Start, Child Care Providers, Managed Care Providers, and others as deemed relevant) to develop and implement a training program, annual plan for the expansion of screening, and schedule of

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events.
- Periodically conduct an audit of the existing treatment resources and compile a resource list while ensuring continuous updates.
- Provide referral and case review updates during Help Me Grow Committee Meetings.
- Thoroughly understand and occasionally perform duties of Development Specialist when temporary coverage is necessary.
- Maintain a strong network with community stakeholders, keystaff/board members at funding institutions, government entities, and local non-profits.
- Represents CAPK through the implementation of public presentations.
- Participate in the process of establishing timelines and meeting objectives identified in the Strategic Plan related to the program.
- Ensure quality and consistency of promotional materials, press releases, quarterly newsletters, annual reports, as well as website and social media content

Other Job Specific Duties:
- Prepare, conduct, and attend all meetings, trainings, and conferences as assigned, including out of town travel.
- Maintain a safe and functional work environment.
- Oversee budget management, track expenditures and revenue, and coordinate the preparation and submission of program financial reports.
- Work alternative hours as required, including evenings or weekends.
- Assume related responsibilities as appropriate or assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency and departmental policies and procedures.
- Applicable federal state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and equipment, including computers, word processing, spreadsheet, and related software.
- Supervision, evaluation, and training of staff.
- Developmental delays and risks that may result in high-risk conditions and relevant treatment service providers.
- Written and verbal communication strategies.

Ability to:
- Plan, organize, and allocate resources.
- Lead a team of staff.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance, interpret, and explain policies and procedures.
- Work with accuracy and attention to detail.
- Establish and maintain effective working relationships with the HMGKC community and people having diverse skills and backgrounds.

- Communicate respectfully and effectively verbally and in writing.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in child development or related field required.
- Must have completed a minimum of twelve (12) semester units of course work in early childhood education or child development (excluding field work), including at least one course of at least three (3) semester units in each of the following core areas:
    - Child/human growth and development
    - Child, family, community, or child and family relations
    - Early Childhood Education programs/curriculum
- One (1) year of experience working in the Child Development field.
- Three (3) years of progressive and related experience in a coordinator or supervisory position, overseeing projects, research, and/or program delivery.
- Experience in a non-profit or government agency is desirable, including familiarity with grant-funded programs, project management, and stakeholder reporting/communication.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have access to reliable transportation during work hours to perform job duties.
- Bilingual language fluency (English/Spanish) required.
- Completion of developmental screening training within 60 days of employment.
- Must be fingerprinted if required by funding source or state licensing and have such records filed with the Department of Justice and Federal Bureau of Investigations, and other agencies as it relates to the program and scope of work.
- Successful completion of live scan, physical, substance abuse screening, TB and all required vaccinations.

WORK ENVIRONMENT:
The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors, but also includes outdoor activities such as resource fairs and community events.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

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POSITION TITLE Care Coordinator - Help Me Grow Kern County			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Development Specialist - Help Me Grow Kern County

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:

The Development Specialist will conduct assessments for children from birth to five (5) years old to identify potential developmental delays using evidence-based screening tools. For children identified as moderate or high risk, the Development Specialist will provide tailored intervention resources, referrals, and brief counseling services as appropriate. Additionally, the role involves offering advocacy support, coordinating follow-ups to ensure ongoing developmental monitoring, and addressing the child's unique health care needs.

SUPERVISION RECEIVED:

Help Me Grow Care Coordinator

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Conduct developmental screenings via phone or in-person using the online database or screening tool to detect potential delays in children from birth to five (5) years of age.
- Provide assistance to families and parents/caregivers with concerns for the development of their child.
- Establish a rapport necessary to conduct the developmental screening for subsequent care.
- Work closely with the Care Coordinator on action plans with families to obtain the identified assessment and necessary intervention services.
- Act as an advocate to support families to ensure access and receipt of intervention and other needed health services in the community.
- Assist the family with navigating the early intervention service delivery system, providing parent-friendly information, support, counseling when appropriate, and referrals to external agencies for services.
- Utilizes the Ages and Stages Questionnaire (ASQ) database to maintain accurate records of phone calls, contacts, documentation, and referrals.
- Report suspected child abuse to the county child welfare agency when incidents of alleged child abuse, neglect, and/or exploitation are disclosed or suspected during a call.

Other Job Specific Duties:

- Attend meetings and trainings as assigned. Including out of town travel.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including evenings and weekends.
- Assume related responsibilities as appropriate or assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures
- Developmental delays, disability risk conditions, and relevant treatment service providers.
- Modern office practices, methods, procedures, and computer equipment, including word processing, spreadsheet, database, and related software applications.
- Written and verbal communication strategies.

Ability to:

- Communicate effectively verbally and in writing.
- Demonstrate good interpersonal and listening skills.
- Present program information to the public in a professional manner.
- Maintain concise case management records.
- Develop a clear line of communication with people of diverse cultural and economic backgrounds.
- Provide prompt attention to calls and follow-up assignments.
- Plan and implement developmentally appropriate routines and activities. Work effectively independently and in a team environment.
- Work diligently with accuracy and attention to detail.
- Exercise sound judgment within general policy guidelines and apply regulations.
- Effectively organize and prioritize assigned work.
- Establish and maintain strong working relationships with staff and other agencies.
- Display proficiency in data entry and documentation within a shared database.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Must have completed a minimum of twelve (12) semester units of course work in early childhood education or child development (excluding field work), including at least one course of at least three (3) semester units in each of the following core areas:
    - Child/human growth and development
    - Child, family, community, or child and family relations
    - Early Childhood Education programs/curriculum
- One (1) year of experience working in the Child Development field.
- Child Development Associate Teacher Permit desired.

OTHER REQUIRMENTS:

- Completion of developmental screening training within 60 days of employment.
- Possession of a valid California driver's license, and state automobile insurance, with an acceptable driving record, substantiated by a DMV printout.
- Must have access to reliable transportation during work hours to perform job duties.

- Bilingual language fluency (English/Spanish) required.
- Must be fingerprinted if required by funding source or state licensing and have such records filed with the Department of Justice and Federal Bureau of Investigations, and other agencies as it relates to the program and scope of work.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors but also includes outdoor activities such as resource fairs and community events.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Development Specialist – Help Me Grow			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking		x	
Standing		x	
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

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	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lbs	X			X		
100+ lbs	X			X		

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Information & Referral Coordinator

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09 **FLSA Status:** Non-Exempt **Date Approved**: TBD

SUMMARY:
The Information and Referral Coordinator provides direct training, technical assistance, and support to the Information and Referral Specialist Tier I and II position. This position ensures ongoing maintenance of the 2-1-1 Kern database by communicating with referring agencies to ensure resource information is updated annually and when changes are implemented. The position is expected to be skilled and knowledgeable of all platforms and systems utilized to connect with the public and provide information via telephone, bi-directional texting, and live chat. The Information and Referral Coordinator is required to have experience in meeting reporting deadlines, navigating a call handling database for information and referral entries, and assisting with observing call handling procedures of staff to ensure customer services are implemented across all campaigns and contracted counties.

2-1-1 Kern operates 24/7, 365 days a year, offering a variety of shift options. Work schedules may include evenings, overnights, weekends, and holidays. Employees may be called upon to assist and support after-hours staff as needed. ***Required to be available during declared emergencies to perform duties as directed by the 2-1-1 Program Manager.***

SUPERVISION RECEIVED:
2-1-1 Program Manager

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Provides training, coaching, guidance and support to employees.
- Assists with providing technical assistance to employees.
- Monitors calls and conducts call observations to ensure appropriate call handling procedures are implemented by employees.
- Assists with performance evaluations by providing feedback on staff training, call handling progress, and call observations.
- Assist with staff scheduling, identify where coverage is appropriate, and prepares reports as needed.
- Utilizes Inform USA and Agency standards to positively enhance caller's experience.
- Displays professionalism when working in the community or directly with community resource agencies.

- Utilizes an online database system to maintain accurate records of services requested and provided.
- Responsible for the ongoing maintenance of resource information.
- Follows call center policies, practices, and procedures.
- Assists with the development and implementation of special projects and programs and participates in the design of new systems.
- Assists with reducing high call volumes and recording call transactions in the 2-1-1 Kern database.
- Represents 2-1-1 Kern through public presentations in the community and meeting engagement with partners and funders.
- Provides information and referral training to the community on the utilization of web-based resources.

Other Job Specific Duties:

- Prepares, conducts, and attends all meetings, trainings, and conferences as assigned. Including out of town travel.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including evenings, overnights, weekends, and holidays. Is proactive in the effort to identify individuals and families that qualify for CAPK programs and initiate follow-up accordingly.
- Coordinates and participates in outreach events with the intent to educate the community on services available.
- Assume related responsibilities as appropriate or assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment, including telephony system, word processing, spreadsheet, database, and related software applications.
- Current problems of socially and economically challenged families.
- Existing human service agencies.
- Written and verbal communication strategies.

Ability to:

- Multitask in a fast-paced environment, with prompt attention to the call center's call volume.
- Analyze problems and identify alternative solutions.
- Work effectively independently and in a team setting.
- Prepare clear and concise reports and work with accuracy and attention to detail.
- Exercise sound, independent judgment within general policy guidelines.
- Communicate effectively, verbally and in writing.
- Operate and use moder office equipment.

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- Prioritize, stay organized, and manage deadlines.
- Establish and maintain effective working relationships with people of diverse cultural and economic backgrounds.
- Prepare staff for Inform USA certification and monitor for recertifications.
- Obtain Inform USA Community Resource Specialist (CRS) and Database Curator (CRS-DC) Certification with two years of employment.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate's degree in health and human services, social services, or related field.
- Two (2) years of Information and Referral experience required.
- Knowledge of and/or work experience in the health and social services field.
- Supervisory experience preferred.
- Any equivalent combination of education and/or experience that will demonstrate the capabilities to perform the duties described may be acceptable.

OTHER REQUIREMENTS:

- Possession of a valid California Driver's License and state automobile insurance, and acceptable driving record substantiated by a DMV printout.
- Must have access to reliable transportation during work hours to perform job duties.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job

- Work is primarily performed indoors, but also includes outdoor activities such as resource fairs and community events.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform essential duties.

POSITION TITLE Information & Referral Coordinator			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x

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Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Information & Referral Specialist I

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 06 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
The Informational and Referral (I&R) Specialist I is responsible for providing confidential, appropriate, unbiased health and social service information, referrals, and advocacy to the public by telephone, bi-directional texting, and live chat. The I&R Specialist I will track gaps in services, assist callers with questions, appointment needs, and be responsible for assisting in the maintenance of the 2-1-1 Kern resource database. This position is expected to be knowledgeable in call handling procedures and ensure customer service is provided across all campaigns and contracted counties.

2-1-1 Kern operates 24/7, 365 days a year, offering a variety of shift options. Work schedules may include evenings, overnights, weekends, and holidays. Employees may be called upon to assist and support after-hours staff as needed. ***Required to be available during declared emergencies to perform duties as directed by the 2-1-1 Program Manager.***

SUPERVISION RECEIVED:
2-1-1 Program Manager

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Answers calls and provides necessary information, problem assessment, referrals, and follow up appropriate to callers' needs in a tactful and professional manner.
- Identify when a caller is in crisis and utilize active listening, calming and de-escalation skills.
- Assist callers in selecting appropriate resources and appointments, when necessary, and contact resource agencies to facilitate service delivery.
- Utilize Inform USA and Agency standards to positively enhance caller's experience.
- Display professionalism when working with community resource agencies.
- Utilizes an online database system to maintain accurate records of call transactions and services requested and provided.
- Assists with the ongoing maintenance of database resource information.
- Assists with providing call handling guidance and training to employees.
- Utilize a telephony system to take calls, initiate conference calls, and conduct call transfers.
- Utilize an online texting platform for bi-directional texting and the Customer Relation Management System for live chats with callers.
- Provide quality customer service.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including evenings, overnights, weekends, and holidays.
- Is proactive in the effort to identify individuals and families that qualify for CAPK programs and initiate follow-up accordingly.
- Assume related responsibilities as appropriate or assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment, including telephony system, word processing, spreadsheet, database, and related software applications.
- Current problems of socially and economically challenged families.
- Existing human service agencies.
- Written and verbal communication strategies.

Ability to:

- Multitask in a fast-paced environment, with prompt attention to caller's needs.
- Deal with conceptual matters.
- Communicate effectively verbally and in writing.
- Demonstrate good interpersonal and listening skills.
- Present program information to the public in a professional manner.
- Establish professional working relationships with staff agencies, and partners.
- Interact effectively with people experiencing a problem or crisis.
- Communicate clearly with people of diverse cultural and economic backgrounds.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High School diploma or equivalent. Relevant degree or a combination of directly related college course work is highly desirable.
- One (1) year of Information and Referral experience preferred, but not required.
- Knowledge of and/or work experience in the health and social services field preferred.

OTHER REQUIREMENTS:

- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations.

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WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Information & Referral Specialist I			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

Information and Referral Specialist II

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 07 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
The Informational and Referral (I&R) Specialist II is responsible for providing confidential, appropriate, unbiased health and social service information, referrals, and advocacy to the public by telephone, bi-directional texting, and live chat. The I&R Specialist II will track gaps in services, assist callers with questions, appointment needs, and be responsible for assisting in the maintenance of the 2-1-1 Kern resource database. This position is expected to be knowledgeable in call handling procedures and ensure customer service is provided across all campaigns and contracted counties.

2-1-1 Kern operates 24/7, 365 days a year, offering a variety of shift options. Work schedules may include evenings, overnights, weekends, and holidays. Employees may be called upon to assist and support after-hours staff as needed. ***Required to be available during declared emergencies to perform duties as directed by the 2-1-1 Program Manager.***

SUPERVISION RECEIVED:
2-1-1 Program Manager

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Answers calls and provides necessary information, problem assessment, referrals, and follow up appropriate to callers' needs in a tactful and professional manner.
- Identify when a caller is in crisis and utilize active listening, calming and de-escalation skills.
- Assist callers in selecting appropriate resources and appointments, when necessary, and contact resource agencies to facilitate service delivery.
- Utilize Inform USA and Agency standards to positively enhance caller's experience. Display professionalism when working with community resource agencies.
- Utilizes online database system to maintain accurate records of call transactions and services requested and provided.
- Assists with the ongoing maintenance of database resource information.
- Provide call handling guidance and training to employees.
- Utilize a telephony system to receive calls, place outgoing calls, initiate conference calls, and conduct call transfers.

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- Utilize an online texting platform for bi-directional texting and the Customer Relation Management System for live chats with callers.
- Provide quality customer service.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including evenings, overnights, weekends, and holidays.
- Is proactive in the effort to identify individuals and families that qualify for CAPK programs and initiate follow-up accordingly.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment, including telephony system, word processing, spreadsheet, database, and related software applications.
- Current problems of socially and economically challenged families.
- Existing human service agencies.
- Written and verbal communication strategies.

Ability to:

- Multitask in a fast-paced environment, with prompt attention to caller's needs.
- Deal with conceptual matters.
- Communicate effectively verbally and in writing.
- Demonstrate good interpersonal skills.
- Present program information to the public in a professional manner.
- Establish professional working relationships with staff, agencies, and partners.
- Interact effectively with people experiencing a problem or crisis.
- Communicate clearly with people of diverse cultural and economic backgrounds.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High School diploma or equivalent. Relevant degree or a combination of directly related college course work is highly desirable.
- One (1) year of Information and Referral experience.
- Knowledge of and/or work experience in the health and social services field preferred.
- Obtain Inform USA Community Resource Specialist (CRS) Certification within three years of employment.

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OTHER REQUIREMENTS:

- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan fingerprinting, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE	Information & Referral Specialist II		
Activity	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**

0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Program Administrator - 2-1-1

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 14 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:

The 2-1-1 Program Administrator is responsible for high-level oversight of the 2-1-1 Kern call center, assuring quality service, accreditation standards are implemented, planning and developing program policies and procedures for the future direction of 2-1-1, and, as part of the leadership team, aiming for continuous improvement of 2-1-1 and its focus on assisting the community by ensuring customer service is implemented across all campaigns and contracted counties.

2-1-1 Kern serves as the community's central, around-the-clock information and referral service, connecting individuals to health, human, and disaster-related resources. The program operates 24 hours a day, 7 days a week, 365 days a year, with a variety of shifts available to support its continuous service. ***Required to be available during declared emergencies to perform duties as directed by the Chief Business Development Officer.***

SUPERVISION RECEIVED:

Chief Business Development Officer

SUPERVISION EXERCISED:

2-1-1 Program Manager, Community School Partnership Program Supervisor, and Help Me Grow Kern County Care Coordinator.

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Provide operational administration of the 2-1-1 Call Center and its projects including maintaining most efficient staffing and professional development.
- Review program policies and procedures to ensure appropriate measures are taken to remain within expected guidelines.
- Provide oversight of the program to maintain accreditation.
- Recruit, develop, supervise, and provide leadership to 2-1-1 program staff.
- Evaluate program services for efficiency and effectiveness.
- Revise and modify the program, training material, and processes as necessary.
- Negotiate, monitor, and evaluate 2-1-1 contracts, which include multiple counties, to ensure contractual compliance.
- Work closely with contracted 2-1-1 counties and provide reports, invoicing, and technical support.

- Manage direct service contracts, including back-office support for multiple agencies for call center administration and other designated services.
- Work collaboratively with funders to meet contractors' requirements.
- Coordinate with internal teams to ensure service delivery meets contractual obligations and client expectations.
- Maintain consistent and clear communication with funders, provide updates on program progress, and address concerns or inquiries.
- Ensure all reporting, metrics, and documentation are completed in a timely manner, meeting all accountability and compliance standards set by the funder.
- Strategically plan and monitor contract expenditures to ensure expenses are within budget guidelines.
- Collaborate closely with Finance to monitor budgets, ensure compliance, and track expenditures to avoid overages or shortfalls.
- Oversee the full life cycle of grants and contacts including program design and implementation,
- Ensure appropriate communication with the telephony system company for the adequate operation of the program's phone system.
- Ensure adequate training procedures are developed for 2-1-1 program staff.
- Required to participate and represent 2-1-1 program at the federal, state, and local levels.
- Develop marketing for all aspects of the 2-1-1 program service.
- Provide oversight for all programs under 2-1-1 to ensure program performance requirements are being met.
- Develop strategies in researching and obtaining new initiatives and/or expansion of existing programs and services.
- Maintain professionalism when working with the community.
- As part of continuous improvement, develop and implement strategies to improve service delivery and program outcomes, identifying areas for innovation and improvement.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences.
- Out-of-town travel required as assigned.
- Maintain a safe and functional work environment.
- Prepare for programmatic, financial, or procedural changes to present to committees, the Board of Directors, and partner agencies.
- Assume related responsibilities as appropriate or assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Current problems of socially and economically challenged families.
- Existing human service agencies.

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- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and other related software applications.
- Correspondence and report writing practices and procedures.

Ability to:

- Provide leadership to a program with multiple supervisory staff, various contracts, subcontracts, and projects.
- Encourage a team to remain on task and goal focused.
- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Travel out of town for work-related meetings, conferences, and events.
- Attend evening and weekend meetings.
- Effectively present program information to the public.
- Establish professional working relationships with staff and other agencies.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in business administration or related field. Courses in psychology and/or social work are highly desirable.
- Five (5) years of management experience supervising staff and volunteers. Experience in managing a call center highly desirable.
- Possession of an advanced degree may be substituted for one (1) year of experience.
- Any equivalent combination of education and/or experience that will demonstrate the capabilities to perform the described duties may be acceptable.
- Must complete Inform USA Certification testing within the first year of employment (provided testing sites are available).

OTHER REQUIREMENTS:

- Bilingual language fluency (Spanish/English) desirable.
- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have access to reliable transportation during work hours to perform job duties.
- Must be fingerprinted if required by funding source or state licensing and have such records filed with the Department of Justice and Federal Bureau of Investigations, and other agencies as it relates to the program and scope of work.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

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- Work is primarily performed indoors.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Program Administrator - 211			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Program Manager - 2-1-1

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
The 2-1-1 Program Manager is responsible for day-to-day management of the 2-1-1 Kern call center to assure quality service, including hiring, scheduling and training of staff, supervising staff on all shifts, planning and developing program policies and procedures for the future direction of 2-1-1, and, as part of the management team, aiming for continuous improvement of 2-1-1 and its focus on assisting the community by ensuring customer service is implemented across all campaigns and contracted counties.

2-1-1 Kern is the community's central, 24/7, comprehensive information and referral service for health, human, and disaster services. The program operates continuously 24 hours a day, 7 days a week, 365 days a year, offering a variety of shift options. The work schedule may include evening, overnight, weekend, and holiday shifts. Staff are required to be on call 24/7 to provide support to after-hours personnel as needed. ***Required to be available during declared emergencies to perform duties as directed by the 2-1-1 Program Administrator.***

SUPERVISION RECEIVED:
2-1-1 Program Administrator

SUPERVISION EXERCISED:
2-1-1 Supervisor, Information and Referral Specialist I, Information and Referral Specialist II, and Program Specialist across all campaigns and contracted counties.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Responsible for providing day-to-day operational management of the 2-1-1 Call Center and its projects including maintaining the most efficient staffing of the call center, oversight of policy and procedures, and maintaining program accreditation.
- Recruit, develop, supervise, and provide leadership to 2-1-1 program staff.
- Evaluate the program services for efficiency and effectiveness and revise and modify the program, as necessary.
- Assist with monitoring and evaluating program contracts, which include multiple counties, to ensure contract compliance.
- Strategically plan and monitor contract expenditures to ensure expenses are within budget guidelines.
- Work collaboratively with contracted 2-1-1 counties and grantors to discuss requirements and provide technical support.

- Responsible for program reporting, documents relating to internal fiscal, procurement, and human resource requirements of programs/projects.
- Manage the 2-1-1 program phone systems and be able to work with multiple databases, including running and developing various program reports.
- Utilize the iCarol software system to manage and update the call center's resource directory, ensuring accurate and up-to-date information is available for call agents and clients.
- Ensure sufficient operation of the telephony system (Five9), including system configurations, call routing, and troubleshooting, while optimizing its use to enhance call flow and customer experience.
- Ensure 2-1-1 program staff are appropriately trained and review training material as needed to make necessary changes.
- Required to participate and represent 2-1-1 program at local and state activities.
- Assist in marketing all aspects of the 2-1-1 program service.
- Lead the process for regularly updating the resource directory within iCarol, ensuring all entries are current, comprehensive, and accessible to the call center team. This includes coordinating with external service providers and community partners to verify and refresh directly content, maintaining a reliable network of resources.
- Assist in developing strategies in researching and obtaining new initiatives and/or expansion of existing programs and services.
- As part of process improvement and innovation, continually assess call center processes and technologies to identify areas of improvement and innovation, aiming to enhance service delivery and customer satisfaction.

Other Job Specific Duties:

- Prepare conduct and attend all meetings, trainings, and conferences as assigned. Including out of town travel.
- Maintain a safe and functional work environment.
- Readily available 24/7 to offer support to employees.
- Provide back-up for handling 2-1-1 calls for adequate coverage.
- Prepare material to present updates, requests, or changes to committees or Board of Directors.
- Assume related responsibilities as appropriate or assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Correspondence and report writing practices and procedures.
- Current problems of socially and economically challenged families.
- Knowledge of modern office practices, methods, procedures, and computer equipment, including, telephony system, word processing, spreadsheet, database, and other related software.
- Existing human service agencies
- Management of a team, evaluating and training staff.

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- Written and verbal communication strategies.

Ability to:

- Deal with conceptual matters.
- Plan, organize, allocate, and control substantial resources.
- Communicate respectfully and effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Travel for work related meetings, conferences, and events. Includes out-of-town travel.
- Attend evening and weekend meetings.
- Effectively present program information to the public.
- Establish professional working relationships with staff and other agencies

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in business administration or related field. Courses in psychology and/or social work are highly desirable.
- Three (3) years of management experience supervising staff. Experience in managing a Call Center highly desirable.
- Possession of an advanced degree may be substituted for one (1) year of experience.
- Any equivalent combination of education and/or experience that will demonstrate the capabilities to perform the described duties may be acceptable.
- Must complete Inform USA Certification testing within the first year of employment (provided testing sites are available).

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have access to reliable transportation during work hours to perform job duties.
- Bilingual language fluency (Spanish/English) desirable.
- Must be fingerprinted if required by funding source or state licensing and have such records filed with the Department of Justice and Federal Bureau of Investigations, and other agencies as it relates to the program and scope of work.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level moderate.
- Hazards are minimal.

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ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Program Manager – 2-1-1			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Program Specialist - 2-1-1

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
The 2-1-1 Program Specialist develops and maintains relationships with agencies and community groups that provide health and disaster resources in Kern County. Collects information about services, assists in the maintenance of the 2-1-1 Kern database. Offers a unique opportunity for the community to gain comprehensive knowledge of health and human service programs throughout the county of Kern. This position is expected to be knowledgeable and skilled in seeking outreach and presentation opportunities and ensure customer service is provided when making contact with the callers, the community, and partners.

2-1-1 Kern operates 24 hours a day, 7 days a week, 365 days a year. The work schedule may include evening and weekend shifts. ***Required to be available during declared emergencies to perform duties as directed by the 2-1-1 Program Manager.***

SUPERVISION RECEIVED:
2-1-1 Program Manager

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Coordinates and participates in outreach events with the intent to educate the community on services offered by the program
- Represents 2-1-1 Kern through the implementation of public presentations in the community.
- Responsible for and assists with the development and implementation of special projects and programs carried out by the call center.
- Assists with training and coordination of schedules for employees that are assigned to special projects or community outreach activities.
- Assists with the ongoing maintenance of database resource information.
- Prepare reports for special projects and programs and submits to internal programs or external partners as needed.
- Assists with the implementation of new systems.
- Provides necessary information, referrals, and follow up appropriate for service needs in a tactful manner.
- Displays professionalism when working in the community or directly with community resource agencies.

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- Utilizes an online database system to maintain accurate records of services requested and provided.
- Follows call center policies, practices, and procedures.
- Provides training to the community on the utilization of web-based resources.

Other Job Specific Duties:

- Prepares, conducts, and attends all meetings, trainings, and conferences as assigned, including out of town travel.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including evenings or weekends.
- Is proactive in the effort to identify individuals and families that qualify for CAPK programs and initiate follow-up accordingly.
- Assume related responsibilities as appropriate or assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment, including telephony system, word processing, spreadsheet, database, and related software applications.
- Current problems of socially and economically challenged families.
- Existing human service agencies
- Written and verbal communication strategies.

Ability to:

- Multitask in a fast-paced environment.
- Work effectively independently and in a team setting.
- Prepare clear and concise reports and work with accuracy and attention to detail.
- Exercise sound, independent judgment within general policy guidelines.
- Operate and use modern office equipment.
- Prioritize, stay organized, and manage deadlines.
- Establish and maintain effective working relationships with people of diverse cultural and economic backgrounds.
- Communicate effectively, verbally and in writing.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate's degree in health and human services, social services, or related field.
- One (1) year of Information and Referral experience preferred.
- Knowledge of and/or work experience in the health and social services field preferred.
- Two (2) years' experience working with volunteers is preferred.

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- Any equivalent combination of education and/or experience that will demonstrate the capabilities to perform the described duties may be acceptable.

OTHER REQUIRMENTS:

- Possession of a valid California Driver's License and state automobile insurance, and acceptable driving record substantiated by a DMV printout.
- Must have access to reliable transportation during work hours to perform job duties.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors, but also includes outdoor activities such as resource fairs and community events.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: 211 Program Specialist			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**REQUENTLY 4-8 HOURS**
Sitting			x
Walking			X
Standing			X
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	

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Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	REQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	REQUENTLY 4-8 HOURS
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Community Development Supervisor

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Chief Business Development Officer, this role is responsible for supporting various projects and initiatives under the Community Development division. Key responsibilities include coordinating meetings, facilitating communications, and collaborating with a range of stakeholders. The position also involves building relationships with external partners, managing community engagement efforts, and representing the organization at various community events. Additionally, this role provides general administrative support and assists with project planning and execution ensuring established goals, timelines, and budget requirements are met.

SUPERVISION RECEIVED:
Receives supervision from the Chief Business Development Officer.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Support leading community development projects, ensuring they meet goals, timelines, and budget requirements.
- Organize community gatherings, and other events to promote community engagement and development programs.
- Facilitate and coordinate external meetings with community residents, partners, and stakeholders.
- Coordinate internal meetings, including agenda preparation, logistics, and taking minutes.
- Work with government agencies, non-profits, and businesses to develop and implement community programs.
- Draft and prepare official documents, including policies and procedures. Request for Proposals (RFPs), staff memos, etc.
- Develop informational materials and toolkits to raise awareness and engage targeted communities about special projects related to community development and available resources.
- Build and maintain relationships with local organizations, businesses, and community leaders to enhance project reach and impact.

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- Organize and lead focus groups to gather feedback and insights on community needs and program effectiveness.
- Attend community events and collaboratives to represent the organization, share project information, build partnerships, and gather input for aligning initiatives with community needs
- Track project metrics, outcomes, and community feedback.
- Work with other departments within the organization to coordinate efforts and share resources for community initiatives.
- Research and support grants, sponsorships, and other funding opportunities to support community development initiatives.
- Represents the organization through media interviews and press opportunities.

Other Job Specific Duties:

- Manages projects and strategic efforts in support of the Chief Business Development Officer.
- Provide administrative support for training, implementing, and ensuring quality control of the agency's referral Customer Relations Management (CRM) system.
- Work alternative hours as required, including nights, holidays, and weekends.
- Network-wide travel as needed. Includes out-of-town travel.
- Serve as a liaison between governing boards and councils.
- Assist with invoicing, purchase orders, and credit card reconciliation.
- Performs other administrative duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Leadership principles and best practices.
- Fundamentals of good grammar, spelling, and punctuation.
- Media relations practices.
- Principles and practices of public speaking
- High-quality work and inspired, creative design.
- Effective verbal communication skills, and the ability to coordinate the activities of other staff.
- Strong organizational skills, project management, and attention to detail.

Ability to:

- Write creatively and clearly for general and specialized audiences.
- Work independently with little direction.
- Meet schedules and timelines.
- Establish professional working relationships with staff and agencies.
- Compile, organize, and present data clearly in written and oral format.
- Ability to prioritize and handle multiple tasks and projects.
- Prepares, conducts, and attends all meetings, trainings, and conferences as assigned.
- Resolve conflicts during community engagements or projects with sensitivity.
- Make presentations before large audiences.

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- Assist with budget preparation.
- Participate in grant management and budget monitoring to ensure compliance with procurement measures.
- Review contract proposals and conduct interviews with professional services firms to assess their suitability for projects.
- Lead or co-lead meetings with consultants, including grant writers, research firms, and strategic planners, etc.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in marketing, communications, journalism, business, or related field. Master's degree in communications, Business Administration or Public Administration desired.
- A minimum of three (3) years' experience in project management, outreach, communications, and/or marketing required.
- One (1) to three (3) years in a supervisory role required.
- An equivalent combination of training and experience that provides the capabilities to perform the duties as described.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must have reliable transportation during work hours.
- Bilingual language fluency (English/Spanish) preferred but not required.
- Successful completion of a live scan, physical, substance abuse screening and TB and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors, but also includes outdoor activities such as resource fairs and community events.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform their essential duties.

POSITION TITLE: Community Development Supervisor			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting)			x
Walking			x

Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)			x
Pushing & Pulling (left hand)			x
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs			x			x
26-50 lbs			x			x
51-75 lbs		x			x	
76-100 lbs		x		x		
100+ lbs	x			x		

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Case Manager - Community School Partnership

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
The Community School Partnership Program (CSPP) aligns community resources to improve student and family outcomes through the integration of academics, health and social services, youth and community development, and community engagement. The community schools model includes evidence-informed programmatic strategies as an effective approach to mitigate the academic and social impacts of emergencies that affect local communities, improve school responsiveness to student and family needs, and organize school and community resources to address barriers to learning.

This Case Manager serves students and their family, primarily by direct intervention with the parent and/or legal guardian and school through professional assessment, goal-oriented service planning, evaluation, and case management. The individual will be initiative-taking, stay up to date on current community resources, and work closely with the school-based team to assure case plan needs are identified and met. Provides direct service to assigned families that may include advocacy, role modeling, skill building, referrals, and home visits.

SUPERVISION RECEIVED:
Community School Partnership Program Supervisor

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Coordinate and provide services that are safe, timely, effective, efficient, and equitable using the whole family approach and ensure quality of services by implementing rules, regulations, and compliance requirements.
- Manage multiple cases, including case assignments, family goal plans, case progress reviews, and determine case closures, and document all contacts and observations.
- Establish effective working relationships and collaborate with school-based teams and relevant partners throughout the entire case management process.
- Reaches out to parents/families, conducts home visits, and coordinates the development of services by establishing a family goal plan using S.M.A.R.T Goals and action step model.
- Participates in meetings with internal staff and representatives from the school and community with direct interest in service outcomes. Attends parent engagement activities at the schools participating in the program.

- Educates families by reframing challenges, focusing on solutions, and discussing progress while providing support towards achieving their goals.
- Follow up with program parents using 30-60-90-day model.
- Measures and summarizes progress at specified intervals, including data collection and client record keeping; collaborates with external agencies and internal departments for referral progress.
- Actively monitors progress toward family goals by continuous evaluation of activities and makes recommendations for adjustment to services provided.
- Represent CAPK at key events and conferences, during tabling, and provide program presentations when required.
- Utilize Bakersfield City School District (BCSD) and CAPK systems to cross-reference data and/or input new client information.

Other Job Specific Duties:

- Perform work at all community school sites. Provide coverage to a school site in the absence of a case manager. Works on a weekly rotation at each school site as needed.
- Demonstrates comprehensive knowledge of Case Managers' daily functions and general operations of the program.
- Collaborates with the Program Supervisor, school site lead, and case managers to streamline record keeping processes.
- Monitors the case management system for new cases, ongoing maintenance, documentation, and case closures.
- Conducts bi-weekly case reviews for each school site.
- Coordinates with the Supervisor to set deadlines for case managers to complete and upload missing documentation into the case management system.
- Provides support to the case managers by partnering with them for home visits and tabling at outreach events as needed.
- Attend school-based meetings monthly or as scheduled.
- Attends all trainings, and conferences as assigned. Including out of town travel.
- Maintains a safe and functional work environment.
- Work alternative hours as required including evenings and weekends to accommodate parent work schedules or attend events.
- Assume related responsibilities as appropriate or assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and equipment.
- Written and verbal communication strategies

Ability to:

- Work effectively independently and in a team-setting with other professional staff.
- Maintain client dignity and confidentiality.

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- Demonstrate strong interpersonal skills and ability to motivate others.
- Effectively organize and prioritize assigned tasks.
- Work directly with families and a partner base of diverse cultural and economic backgrounds.
- Establish and maintain strong working relationships with school-based partners, staff, and other agencies.
- Communicate respectfully and effectively with families, external stakeholders, and the public.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate degree in social science, human services, or related field.
- Experience creating service plans and progress monitoring for underserved or at-risk populations including youth and/or adults.
- One (1) year of case management experience.
- Two (2) years of experience working with underserved families of diverse cultures in school, home, or social service setting.
- Any equivalent combination of education and/or experience may be substituted on an annual basis.

OTHER REQUIREMENTS:

- Possession of a valid California Driver's License and state automobile insurance, acceptable driving record substantiated by a DMV printout.
- Must have access to reliable transportation during work hours to perform job duties.
- Bilingual language fluency (English/Spanish) desirable.
- Must pass pre-employment background check including any school-based clearance required to work on-site with children and families.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors, but also includes outdoor activities such as resource fairs and community events.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

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POSITION TITLE : Case Manager - Community School Partnership			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			X
Walking			X
Standing			X
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			**CARRYING**		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lba	X			X		
100+ lbs	X			X		

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Program Supervisor - Community School Partnership

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
The Community School Partnership Program (CSPP) aligns community resources to improve student and family outcomes through the integration of academics, health and social services, youth and community development, and community engagement. The community school model includes evidence-informed programmatic strategies as an effective approach to mitigate the academic and social impacts of emergencies that affect local communities, improve school responsiveness to student and family needs, and organize school and community resources to address barriers to learning.

The Program Supervisor is responsible for the overall operation of the Community School Partnership program, providing direct supervision of staff by monitoring case management, service coordination, and goal plans for student families. The CSPP Program Supervisor works as a member of the interdisciplinary team, which delivers the components of the program, and will also support the Case Managers and provide coverage to the school sites and conduct home visits.

SUPERVISION RECEIVED:
2-1-1 Program Administrator.

SUPERVISION EXERCISED:
Community School Partnership Case Managers.

DUTIES AND RESPONSIBILITIES:
Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Provides oversight and support for full compliance of the required regulations of the program.
- Conducts regular supervision with case managers to review caseloads.
- Monitors case management and provides guidance on intake, assessments, family goal plans, and routine follow-up.
- Reviews and audits the case management system for case manager access, documentation, accuracy of notes, referral submissions and progress.
- Complete and review monthly reports to identify service needs and gaps to ensure the program is working towards positive outcomes to meeting requirements.
- Ensures collaborative planning and evaluation systems exist with the funding source to foster continuous program improvement.
- Conducts routine staff meetings with the team.

- Participate in program budget planning and regular meetings.
- Responsible for program reporting, documents relating to internal fiscal, procurement, and human resource requirements of programs/projects.
- Attends local, regional, and state meetings required by the funding sources.
- Implements onboarding and training of new employees.
- Evaluate staff performance, provide coaching, and assist with developing annual goals.
- Ensure staff follows all policies, procedures, and legal mandates including HIPAA (Health Insurance Portability and Accountability), confidentiality, and release of information.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned. Including out of town travel.
- Maintains a safe and functional work environment.
- Work alternative hours as required, including evenings and weekends.
- Thoroughly understand and perform duties of Case Manager at school sites including conducting home visits when coverage is necessary.
- Is proactive in the program effort to recruit and enroll families that qualify for CAPK programs.
- Assume related responsibilities as appropriate or assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment, including word processing, spreadsheet, and related software.
- Knowledge of community resources is desirable.
- Written and verbal communication strategies.
- Supervision, evaluation, and training of staff.

Ability to:

- Analyze problems and identify alternative solutions.
- Plan, organize, and allocate resources.
- Work independently.
- Prepare clear and concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Provide guidance and interpret and explain policies and procedures.
- Work with accuracy and attention to detail.
- Establish and maintain effective working relationships with people having diverse skills and backgrounds including school-based partners.
- Communicate respectfully and effectively verbally and in writing.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability

necessary to perform the duties of the position.

- Bachelor's degree from an accredited college or university with a major in health, social sciences, or related field.
- A minimum of three (3) years relevant work experience in a related field.
- A minimum of two (2) years of supervisory experience.
- Any equivalent combination of education and/or experience may be substituted on an annual basis.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance, and acceptable driving record substantiated by a DMV printout
- Must have access to reliable transportation during work hours to perform job duties.
- Bilingual language fluency (English/Spanish) desirable.
- Must pass pre-employment background check including any school-based clearance required to work on-site with children and families.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors, but also includes outdoor activities such as resource fairs and community events.
- Noise level is moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Program Supervisor - Community School Partnership			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			X
Walking			X
Standing			X
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X

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Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lba	X			X		
100+ lbs	X			X		

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Administrative Coordinator - CAPK Foundation

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Division Director, performs sensitive and confidential administrative assistant/secretarial functions for the Director of Development, with special assistance to the Division's team. Responsible for database management and maintenance, gift processing and acknowledgement, and overall fundraising assistance to the Foundation and Division.

SUPERVISION RECEIVED:
Receives supervision from Director of Development.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Performs a wide variety of duties for the Director that are complex, detailed, and highly confidential.
- Manages the donor database to maintain data integrity and quality, including performing routine audits of constituency records and donor groups; documenting cultivation activity, insights, and solicitations; and identifying action steps.
- Develops queries, reports and mailing lists for fundraising campaigns, direct appeals, email campaigns, publications, fundraising events, and other projects.
- Oversees and facilitates all gift processing, including database entry, coding, and allocations; preparing, sending, and collecting completed pledge forms; documenting pledge restrictions and/or preferences; communicating pledge details to necessary staff; and invoicing, tracking and reconciling all payments.
- Drafts, prepares, and distributes donor acknowledgment letters within a timely turnaround.
- Facilitates fundraising and community giving campaigns with local schools, service groups and businesses.
- Responsible for updating the Foundation website with current campaigns and events.
- Manages current fundraising events within the Foundation's current fundraising platform.
- Coordinates, plans, and serves as the primary point of contact for Director's management team meetings.
- Acts as the primary liaison for communication within the Agency's departments and responds to queries for general information.
- Provides general information to the public as required.

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- Monitors budget for department managed by the Director.
- Prepare a variety of internal and external correspondence and completes forms and memos for distribution as needed.
- Reviews and assembles information and documents for the Foundation Board of Director's and committee agendas in accordance with the Ralph M. Brown Act and Robert's Rule of Order.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned. Includes out-of-town travel.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Schedules and organizes activities such as meetings, training, and travel for the Director and staff.
- Performs any other like duties as assigned or as needed.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Customer Relation Management (CRM) systems.
- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Correspondence and report writing practices and procedures.
- Modern office practice, procedures, and computer equipment.
- Record-keeping and report writing techniques.
- Current problems of socially and economically challenged families.
- The contributions of parents and volunteers who may be non-professional.
- Word processing, spreadsheet, database, and other related software applications.
- Organizational and procedure principles and research techniques.
- Basic budgetary principles.
- Language translation and interpretation strategies and techniques.

Ability to:

- Deal with conceptual matters.
- Demonstrate excellent problem-solving skills.
- Communicate effectively, verbally and in writing.
- Communicate orally in public.
- Prepare official agendas, meeting minutes, and public and other legal notices.
- Compose professional letters, memos, reports, and a variety of internal and external correspondence.
- Organize and maintain office files, records, and logs.
- Work with minimal supervision.
- Maintain confidentiality of sensitive documents and information.
- Plan, organize, allocate, and control substantial resources.
- Exercise independent discretionary judgment in a professional manner.
- Demonstrate good interpersonal skills.

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- Attend evening and weekend meetings.
- Effectively present program information to the public.
- Establish professional working relationships with staff, agencies, and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Completion of two (2) years of college or equivalent level course work in business or public administration, record management, or a related field
- Minimum of four (4) years of responsible administrative assistant work, including document and records management.
- Any combination of education and/or experience that demonstrates a high degree of competency.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Bilingual language fluency (English/Spanish) desirable.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Administrative Coordinator – CAPK Foundation			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		

Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Director of Development - CAPK Foundation

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 16 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
The Director of Development will report to the Chief Business Development Officer and maintain responsibility for the development and implementation of a comprehensive fundraising program to provide the financial resources necessary to support the Agency's mission through the Community Action Partnership of Kern Foundation. This position will serve as a member of the Agency's senior management team under the Executive Division, and will lead the development and implementation plan, and establish policies to take the fundraising program and Foundation to the next level of success. The Director of Development will oversee the Agency's efforts in major gifts, annual funds, events, and development operations. The Director of Development will develop and implement strategies that promote long-term sustainable growth and deepen the organization's relationships with existing and new donors.

SUPERVISION RECEIVED:
Receives supervision from the Chief Business Development Officer.

SUPERVISION EXERCISED:
Donor Relations Administrator and Administrative Coordinator.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- The Director of Development will work to lead the fundraising efforts for the Agency performing a wide range of duties including some or all, of the following.
- Develop and implement a comprehensive development plan for the organization, including plans for annual giving, foundation and corporate support, and individual major and planned gifts.
- Establish and drive performance metrics.
- Oversee the comprehensive calendar of activities in support of development.
- Ensure success in events management, including cultivation activities and a signature fundraising event.
- Work with the Chief Business Development Officer, leadership team, Board members and others within the organization to identify linkage, ability, and interest of major gift prospects for their solicitation in alignment with the organization's priorities.
- Support the Chief Executive Officer, Board, and other staff in major gift work.
- Work directly with the Board and staff in providing guidance and direction to their efforts.
- Work closely with other organization's supporters to identify prospects and existing donors with capacity and attachment.

- Create appropriate gift club activities and recognition for donors of all sizes.
- Ensure proper stewardship practices for the timely and accurate recording and acknowledgement of all gifts.
- Maintain ongoing and active networking with internal and external constituencies.
- Represent the organization in the community as appropriate.

Other Job Specific Duties:

- Demonstrated working knowledge of all areas of fundraising, with a particular emphasis on major gift acquisition.
- Proven track record in planning and achieving short- and long-term goals and creating a plan outlining activity.
- Responsible fundraising experience and a proven record of successful cultivation and solicitation of gifts.
- Exceptional interpersonal and influencing skills, tact, and diplomacy with the ability to develop and maintain cooperative and successful working relationships with volunteers, staff, and all donors; ability to serve as a team player and leader.
- Demonstrated ability to think strategically and creatively about engaging donors, and to develop plans of action and follow through.
- Ability to inspire and motivate volunteers and staff.
- Excellent verbal and written communication skills.
- Political, analytical and negotiation skills. Sound judgment and superior problem-solving ability.
- Integrity and fiscal accountability.
- Experience working with volunteers.
- Must be willing and available to work evenings and weekends according to event-related scheduling.
- Network-wide travel as needed. Including out-of-town travel.
- Experience working with donor management and data management systems preferred.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Correspondence and report writing practices and procedures.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Demonstrates exceptional proficiency in oral and written communication, organizational abilities, and interpersonal skills.
- Ability to work effectively in a team environment.
- Ability to set priorities and coordinate multiple projects.
- Demonstrated attention to detail.
- Ability to articulate agency and program mission and to produce clear, grammatically correct, and persuasive correspondence, program information, publicity material, and funding proposals.

- Highly energetic, goal-oriented self-starter with outstanding organizational and interpersonal skills.
- Strong time management and organizational skills; highly motivated with attention to detail and the ability to meet goals and deadlines.
- Strong administrative skills with the ability to work with volunteers, board members, and CAPK leaders.
- Proficiency with Microsoft Outlook, Word, Excel, and PowerPoint.
- Some evening and weekend work is required.
- Work with conceptual matters.
- Effectively present program services information to the public, partners, and stakeholders.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from a four-year college or university. Experience may be considered on a year per year basis for education.
- Eight (8) to ten (10) years of professional experience in nonprofit fundraising, or an equivalent combination of education and experience with a strong emphasis on writing and interpersonal skills.
- Demonstrated track record of solid fundraising results and demonstrated success soliciting major gifts, including the ability to plan, organize, and execute fundraising activities effectively, as well as the ability to participate in high-level corporate and foundation solicitations.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Bilingual language fluency (English/Spanish) desirable.
- Must be fingerprinted if required by funding source or state licensing and have such records filed with the Department of Justice and Federal Bureau of Investigations, and other agencies as it relates to the scope of work.
- Successful completion of live scan, physical, substance abuse screening, TB and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoor/outdoor.
- Noise level is quiet to moderate.
- Hazards are minimal.

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ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform' the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Director of Development – CAPK Foundation			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling	x	x	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs			x			x
26-50 lbs		x			x	
51-75 lbs		x		x	x	
76-100 lbs		x		x		
100+ lbs	x			x		

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Donor Relations Administrator

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 13 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:

Under the general direction of the Director of Development, the Donor Relations Administrator will play a pivotal role in spearheading campaigns and building relationships to secure funding to support the organization's mission. The position will assist the development team in stewarding existing donors and cultivating new relationships through effective communication and engagement strategies. The position will be responsible for the lifecycle of fundraising initiatives, from planning and execution of campaigns (including employee giving and virtual drives) to cultivating donor relationships. This includes securing sponsorships, grant writing, and managing donor data. You'll also play a key role in crafting communication materials and collaborating with the marketing team to ensure consistent messaging reaches donors and potential supporters.

The CAPK Foundation was founded in 2020 and serves as the philanthropic arm of Community Action Partnership of Kern (CAPK). The Foundation seeks to provide the necessary funding to empower low-income individuals and families with resources in times of uncertainty. By forging strategic partnerships, we form a powerful force to improve our community.

SUPERVISION RECEIVED:

Director of Development – CAPK Foundation

SUPERVISION EXERCISED:

None

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Responsible for planning, coordinating, and executing fundraising campaigns, including employee giving, virtual food drives and other specific fundraising activities for the CAPK Foundation.
- Meet with partners, community members, stakeholders, and prospective donors to establish relationships, and fundraise around giving and campaigns.
- Assist in the planning and execution of all fundraising events with expertise in securing sponsorships, auction items and in-kind donations.
- Assist with the preparation and submission of grant proposals, budgets, and reports to funders.
- Assists the Director of Development in regular reporting and analysis of gifts, campaigns, and annual fund performance.
- Maintain donor records, acknowledgement letters, and all activity within the Customer

Relationship Management database following organizational best practices.
- Assists the Director of Development with recruiting, managing, and developing major to mid-sized gift and corporate donors.
- Works closely with the Administrative Coordinator to establish and maintain individual points of contact related to fundraising events.
- Work closely with the Outreach and Grants team to develop and manage consistent communications to donors and prospects that align with individual giving strategies. Supports other development activities as needed.

Other Job Specific Duties:
- Takes the lead or co-lead on new projects and initiatives, develops a documented plan of action and corresponding timelines to ensure successful completion.
- Must be a highly energetic, goal-oriented self-starter with outstanding organizational and interpersonal skills.
- Assist with strategic planning process and related projects and initiatives.
- Attend all meetings, trainings, and conferences as assigned.
- Work alternative hours as required, including nights and weekends.
- Network-wide travel as needed. Including out-of-town travel.
- Work both independently and in a team environment.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency and departmental policies and procedures.
- Modern office practices, methods, procedures and computer equipment.
- Graphic design and producing marketing materials and collateral including proficiency with Canva and Acrobat, for example.
- Microsoft Outlook, Word, Excel, and PowerPoint.
- Word processing and basic office organizational and communications software.

Ability to:
- Demonstrate excellent oral, written, organizational, and interpersonal skills.
- Set priorities and coordinate multiple projects.
- Articulate CAPK and the Foundation's mission and to produce clear, grammatically correct, and persuasive correspondence, program information, publicity material, and funding proposals.
- Demonstrate time management and organizational skills; highly motivated with attention to detail and the ability to meet goals and deadlines.
- Exhibit strong administrative skills with the ability to work with volunteers, board members, and CAPK leaders.
- Effectively present program services information to the public, partners, and stakeholders.

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EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from a four-year college or university is desirable with a strong emphasis on professional writing skills.
- Three (3) to five (5) years of professional experience in non-profit fundraising with a demonstrated success soliciting major gifts, including the ability to plan, organize, and execute fundraising activities effectively, as well as the ability to participate in high-level corporate and foundation solicitations required.
- Any equivalent combination of related education and/or experience may be acceptable.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Must be fingerprinted if required by funding source or state licensing and have such records filed with the Department of Justice and Federal Bureau of Investigations, and other agencies as it relates to the scope of work.
- Successful completion of a live scan, physical, substance abuse screening and TB and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoor/outdoor.
- Noise level is moderate.
- Hazards are relevant to the work environment.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Donor Relations Administrator			
Activity / **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	

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Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs.			x			x
11-25 lbs.		x			x	
26-50 lbs.		x			x	
51-75 lbs.	x			x		
76-100 lbs.	x			x		
100+ lbs.	x			x		

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Grant Administrator

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 14 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
The Grant Administrator provides robust and comprehensive grants facilitation services including support for all aspects of development of large-scale, multi-disciplinary projects. Responsible for managing proposal preparation and/or post award activities on grants, contracts, and program projects. Coordinate research to support program expansion and development, lead community needs assessments and agency surveys, and agency level initiatives.

SUPERVISION RECEIVED:
Receives supervision from the Chief Business Development Officer.

SUPERVISION EXERCISED:
Grants Analyst and Senior Grants Analyst.

DUTIES AND RESPONSIBILITIES:
Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Identify quality funding prospects, including corporate, foundation, and government grants.
- Project management skills; management of multiple grant applications and staff members concurrently.
- Allocate funds to support unrestricted operating revenue.
- Work with Directors and Managers to identify and prioritize program needs and match appropriate funding opportunities.
- Assign staff to complete funding proposals, project reports and evaluations.
- Coordinate and manage the submission of collaborative grant applications, working closely with multiple partner organizations to align goals, gather required documents, and ensure timely completion.
- Manage grant funds and oversee the full project timeline, ensuring compliance with funder requirements, coordinating with funders, and submitting all necessary reportable documents in accordance with assigned deadlines.
- Act as a primary representative for the agency in the establishment and administration of the Kern County Food Policy Council alongside the Food Bank, coordinating diverse stakeholders, designing strategic goals and objectives, and driving grassroots efforts to influence local food policy.
- Assign staff to assist in applications for renewed funding for existing contracts and programs. Coordinate research to support program expansion and development, and lead community needs assessments and agency surveys.

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- Draft proposals to expand CAPK's mission through special projects, such as an incubator, job training, asset accumulation, and housing initiatives.
- Oversee administration of the Community Services Block Grant contract, including Organizational Standards, Results Oriented Management Accountability (ROMA) Framework, and the Community Action Plan.
- Work with key CAPK staff to establish a timeline and meet objectives identified in the CAPK Strategic Plan
- Provide staff with one-on-one support to utilize and update the Grants Management System.
- Identify training opportunities for direct reports.
- Develop a strong network by fostering good relationships with community members, and key staff/board members at funding institutions, government entities, and local non-profits.
- Draft, negotiate, and execute contracts and subaward agreements.
- Support program staff with non-competing continuations, progress reports, supplements, no-cost extensions and all other award and agreement modifications as needed.
- Reviews staff's narrative and budgets to determine accuracy and compliance.
- Represent CAPK at key events and conferences, making speeches or presentations when required.
- Collaborate with the Finance Department to ensure that proposed costs are deemed reasonable, allowable, and allocable in accordance with applicable regulations.
- Propose programs that utilize a cost allocation methodology to ensure that programs receive a fair and equitable share of costs per expense type.
- Develop and communicate reports supporting project status that includes effective forecasting on funding opportunities.
- Assists leadership team in developing and implementing plans for the operational infrastructure of systems, process improvements, and personnel to achieve strategic goals and administrative objectives of the agency.

Other Job Specific Duties:

- Attend all meetings, trainings, events, and conferences/trainings as assigned. Includes out-of-town travel.
- Work alternative hours as required, including evenings and weekends.
- Maintain a safe and functional work environment.
- Other duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Fundraising and grant writing.
- Research methods, program design, and evaluation tools.
- Effective communication strategies.
- Project management and working across stakeholders.
- Supervision, evaluation, and training of staff.
- Excellent written and verbal communication skills, including public speaking.

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Ability to:

- Prioritize, stay organized, and manage deadlines in a fast-paced environment.
- Lead a team of staff with diverse skills and backgrounds.
- Establish strong working relationships with other CAPK staff.
- Communicate respectfully and effectively with CAPK clients, external stakeholders, media, and the public.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Master's degree from an accredited college or university in public administration or public health is preferred.
- Five (5) years of progressive and related experience in a management position, overseeing fundraising, research, and program development.
- Experience in a non-profit or government agency is desirable, including familiarity with grant writing and community development.

OTHER REQUIREMENTS:

- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout
- Reliable transportation during work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Remote work options are available as approved by direct supervisor.
- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Grant Administrator			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			X
Walking			X
Standing			X
Bending (neck)			X

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Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lba	x			x		
100+ lbs	x					

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Senior Grants Analyst

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 11 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Grant Administrator, the Senior Grants Analyst is responsible for supporting CAPK programs and initiatives through proposal writing and research projects. Works in coordination with the grants team.

SUPERVISION RECEIVED:
Receives supervision from the Grant Administrator.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Identify and pursue appropriate sources of mid to elevated level funding in support of CAPK goals, objectives, and programs.
- Work with individual programs in fund development proposals, budget, and program monitoring.
- Conducts research on evidence-based practices to support staff in the development of a new program design or intervention.
- Creates evaluation-based templates, pre and post surveys, to support data and quality driven programs.
- Conduct survey implementation and assist with agency and community needs assessments and analyses, including annual surveys, Community Services Block Grant (CSBG) Community Action Plan, and program-specific needs assessments. This will include gathering data on the needs of Kern County residents through large-scale survey development and conducting field visits to ensure comprehensive community input.
- Conduct research and prepare reports, Geographic Information Systems maps, PowerPoint presentations, slides and other resources as needed.
- Participate in the development, monitoring, or updating of the CAPK Strategic Plan.
- Assist in resource and outreach efforts as directed as well as program fundraising initiatives and capital campaigns.
- Conduct presentations on behalf of the Agency to the Board of Directors, collaborative partners, and the public.
- Develop and maintain a strong network by fostering good relationships with community members and local non-profits.
- Oversee contract development and co-manage projects alongside program staff as assigned

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- Manage recruitment, training, and scheduling for volunteers

Other Job Specific Duties:

- Attend all meetings, trainings, events, and conferences/trainings as assigned. Includes out-of-town travel.
- Work alternative hours as required, including evenings and weekends.
- Maintain a safe and functional work environment.
- Other duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Principles and practices of program development, project management, budgeting, research methods, and strategic planning.
- Computer and basic software applications, including Microsoft Outlook, Word, Excel, and PowerPoint.
- Standard written English, including word choice, word order, punctuation, and spelling.
- Standard office procedures.
- Basic accounting principles.

Ability to:

- Organize and prioritize workload to meet deadlines.
- Communicate respectfully and effectively with all levels of staff.
- Write compelling and effective grant proposals, reports, and correspondence.
- Develop effective programs, incorporating thorough research and program input.
- Establish and maintain professional working relationships with CAPK clients, local elected officials, and funding sources.
- Speak clearly and effectively in public to a variety of audiences.
- Read and comprehend complex documents, including legislative analyses and government regulations.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree required. Master's degree preferred.
- Three (3) to five (5) years of progressively responsible administrative/program management experience.
- Demonstrated two (2) to three (3) years of experience in proposal/report writing and research projects.
- Any equivalent combination of related education and/or experience may be acceptable.

OTHER REQUIREMENTS:

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- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Senior Grants Analyst			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			X
Walking			X
Standing			X
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING	CARRYING

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	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lba	X			X		
100+ lbs	X					

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Grants Analyst

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Grant Administrator, the Grants Analyst is responsible for supporting CAPK programs and initiatives through proposal writing and research projects. Works in coordination with the grants team.

SUPERVISION RECEIVED:
Receives supervision from the Grant Administrator.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Identify and pursue appropriate sources of small to mid-level funding in support of CAPK goals, objectives, and programs.
- Work with individual programs in fund development proposals, budget, and program monitoring.
- Conduct survey implementation and assist with agency and community needs assessments and analyses, including annual surveys, Community Services Block Grant (CSBG) Community Action Plan, and program-specific needs assessments. This will include gathering data on the needs of Kern County residents through large-scale survey development and conducting field visits to ensure comprehensive community input.
- Conduct research and prepare reports, Geographic Information Systems maps, PowerPoint presentations, slides and other resources as needed.
- Participate in the development, monitoring, or updating of the CAPK Strategic Plan.
- Assist in resource and outreach efforts as directed as well as program fundraising initiatives and capital campaigns.
- Provide support to program Directors and staff in grant contract execution.
- Assist in making presentations on behalf of the Agency to the Board of Directors, collaborative partners, and the public.

Other Job Specific Duties:
- Attend all meetings, trainings, events, and conferences/trainings as assigned. Includes out-of-town travel.
- Work alternative hours as required, including evenings and weekends.
- Maintain a safe and functional work environment.
- Other duties and special projects as assigned.

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MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Principles and practices of program development, project management, budgeting, research methods, and strategic planning.
- Computer and basic software applications, including Microsoft Outlook, Word, Excel, and PowerPoint.
- Standard written English, including word choice, word order, punctuation, and spelling.
- Standard office procedures.
- Basic accounting principles.

Ability to:

- Organize and prioritize workload to meet deadlines.
- Communicate respectfully and effectively with all levels of staff.
- Write compelling and effective grant proposals, reports, and correspondence.
- Develop effective programs, incorporating thorough research and program input.
- Establish and maintain professional working relationships with CAPK clients, local elected officials, and funding sources.
- Speak clearly and effectively in public to a variety of audiences.
- Read and comprehend complex documents, including legislative analyses and government regulations.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree is desirable.
- One (1) to three (3) years of progressively responsible administrative and design experience.
- Demonstrated one (1) to two (2) years of experience in proposal/report writing and research projects.
- Any equivalent combination of related education and/or experience may be acceptable.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

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- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Grants Analyst			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Advocacy & Public Relations Manager

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Chief Business Development Officer provides leadership, organizes and implements a comprehensive communication and marketing plan for the organization; provides highly complex professional assistance to the agency, other management staff, and other outreach staff. The Advocacy and Public Relations (PR) Manager is responsible for overseeing and handling the areas of internal and external communications, media relations, outreach, and public relations efforts including advertising, digital, and print storytelling, advocacy, and strategic communications. The Advocacy and PR Manager develops marketing strategies and composes internal and external communications in partnership with agency leadership. Provides training and leadership for all CAPK outreach staff and supports CAPK leadership in planning and executing programs and agency level promotional efforts.

SUPERVISION RECEIVED:
Receive supervision from Chief Business Development Officer.

SUPERVISION EXERCISED:
Supervises the efforts of the Communications and Outreach Supervisor.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- In alignment with the organization's strategic directions, plans, manages, and implements strategy for strengthening relations with community, business, media, and government stakeholders for the purpose of maintaining and promoting a comprehensive brand for the agency by overseeing the Communications team.
- Leads efforts to disseminate information to CAPK programs, staff, clients, partners, supporters, and the public through a variety of communication strategies, including newsletters, videos, publications, meetings, websites, social media, advertising, and community events.
- Provide counsel to the leadership team regarding current and potential public relations, legislative and communication issues; monitor issues, trends, and events in the community, predicts consequences and advises the agency on planned course of action.
- Maintains a strong relationship with all elected officials and their staff.
- Research and reports to CAPK leadership on all legislative efforts at the local, state, and federal level that could impact agency operations.
- Develops content strategies for large scale marketing efforts and organizational implementation.

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- Represents CAPK through public presentations in the community and committee participation, which may include evenings and weekends.
- Serve as key point of contact and spokesperson for media, businesses, institutions, residents, and others in the community.
- Coordinates agency messaging with CAPK leadership.
- Provides leadership and editorial oversight of all written, photographic, and video communications conducted in support of agency operations.
- Manage the creation and distribution of news releases to all appropriate media, act as the liaison between faculty, staff, and media, arrange news conferences, television and radio appearances, and news interviews.
- Responsible for evaluating performance, providing training, mentoring, coaching, and necessary disciplinary action as needed to support operation of the Communications team.
- Provides a centralized system of networking and professional development for CAPK outreach staff across all programs.
- Handles all contracts and relationships with marketing and communications subcontractors.
- Supervise, organize, and evaluate assigned personnel, operations, budgets, and related services to ensure 5Supervise, organize, and evaluate assigned personnel, operations, budgets, and related services to ensure high level of professionalism.
- Serve as liaison to the CAPK Foundation, working jointly to promote community relationships in all the locations served.

Other Job Specific Duties:

- Leads special projects as needed to enhance agency impact on the community.
- Works with the CAPK Foundation Director to coordinate all fundraising materials, events and plans in support of the CAPK Foundation.
- Development of a diverse team that is reflective of, and can communicate with, clients in their languages.
- Work alternative hours as required, including nights and weekends.
- Network-wide travel as needed. Includes out-of-town travel.
- Performs other duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Principles, practices and techniques used to conduct an effective public affairs program, including public relations, strategic communications, and community/government relations.
- Practices of researching program issues, evaluating alternatives, making sound recommendations, and preparing, writing, and presenting effective staff reports.
- Recent and ongoing developments, current literature, and sources of information related to public affairs and community relations.
- Editorial skills, including writing articles, editing, and selection of articles for publications.
- Word processing and related software applications.

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- Fundamentals of good grammar, spelling, and punctuation.
- Prepares, conducts, and attends all meetings, trainings, and conferences as assigned.
- Local, State, and Federal political and governmental structures and practices.
- Legislative process and principles of advocacy.
- Requirements of the California Public Records Act and the Brown Act.
- Principles and practices of public speaking.
- Professional media relations practices, including crisis communications.
- Strong organizational skills and attention to detail.
- Ability to prioritize and handle multiple tasks and projects.

Ability to:

- Effectively manage people and processes, work collaboratively as a team member within diverse groups and demonstrate flexibility while maintaining firm support.
- Engage with large community groups, lead volunteers, and communicate clearly in both oral and written forms.
- Develop, implement, and conduct media relations, strategic communications, marketing, and awareness activities to enhance community understanding of agency objectives, services and activities.
- Lead and demonstrate techniques associated with developing collaborative and effective partnerships.
- Demonstrate strong planning, problem solving, and organization skills.
- Plan, develop, and present mixed media presentations.
- Write creatively and clearly for general and specialized audiences.
- Compose clear and concise reports and recommendations.
- Exercise sound, independent judgment within general policy guidelines.
- Effectively organize and prioritize assigned work.
- Plan, organize, and allocate resources.
- Display proficiency with Windows based computers and working knowledge of Excel, PowerPoint, Microsoft Word, and Outlook.
- Initiate, maintain, and enhance professional relationships with media organizations.
- Develop and deliver messaging for print, television, and radio media organizations.
- Understand and provide editorial direction in the use of computer and graphic design software for creating outreach materials, e.g., Adobe Photoshop, Illustrator, InDesign.
- Assess team member skills and abilities and build training and growth plans to enhance performance.
- Identify and address staffing problems to mitigate potential team conflicts.
- Work independently with little direction.
- Meet schedules and timelines.
- Adapt to changes to work environment, software, policies and procedures and support team compliance with organizational priorities.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

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- Bachelor's degree in marketing, communications, journalism, business, or related field. Master's degree in communications, Business Administration or Public Administration desired.
- Five (5) to eight (8) years management experience in outreach, communications, and/or marketing with a large-scale organization.
- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of agency clients and employees.
- An equivalent combination of training and experience that provides the capabilities to perform the job duties as described.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Bilingual language fluency (English/Spanish) preferred, but not required.
- Successful completion of a live scan, physical, substance abuse screening and TB and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors and outdoors.
- Noise level is quiet to moderate.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Advocacy & Public Relations Manager			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling	x	x	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x

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Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs			x			x
26-50 lbs		x			x	
51-75 lbs		x		x	x	
76-100 lbs		x		x		
100+ lbs	x			x		

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Multimedia Specialist

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Outreach and Communications Supervisor, the Multimedia Specialist leads in the development of multimedia projects. This includes large-scale organizational videos, social media shorts, and photography projects. In this role, the specialist will be responsible for maintaining, updating, and enhancing CAPK and CAPK Foundation's websites.

SUPERVISION RECEIVED:
Receives supervision from Outreach and Communications Supervisor.

SUPERVISION EXERCISED:
None.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Under the direction of Outreach and Communications Supervisor, coordinates and develops all high-level multimedia projects for the organization.
- Designs, builds, updates, and maintains CAPK and CAPK Foundation websites.
- Serves as primary agency photographer and videographer for CAPK and the Foundation.
- Major focus on storytelling and visual communications through various platforms.
- Plans, storyboards, edits, and finalizes all agency video projects.
- Coordinates and schedules photo and video productions as directed by the Outreach and Communications Supervisor.
- Supplies digital and video content for all agency social media postings.
- Supplements the social media and graphics production work of the Outreach Specialist.
- Supports the provision of training to program-level outreach staff to enhance brand acceptance, professional social media promotions, and the use of high-quality still and video imagery.
- Provides training in their subject matter expertise to inter-agency stakeholders.
- Assume project management work as assigned by the Outreach and Communications Supervisor.
- Assists in set-up and execution of all press events, outreach events, resource fairs, and agency celebration events.
- Develop multimedia elements (e.g., presentations, videos) for event presentations.

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- Maintains an up-to-date understanding of industry's best practices in photography and videography and suggests improvements to the equipment and practices of the team.

Other Job Specific Duties:

- Assists with the development of communications-related SharePoint and CRM projects as needed.
- Advises all agency programs and stakeholders in the production of photo and video projects and materials.
- Manage projects and strategic efforts in support of the Outreach team.
- Work alternative hours as required, including nights and weekends.
- Network-wide travel as needed.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Proven experience in video production, editing, and storytelling.
- Proficiency in video editing software (e.g., Adobe Premiere Pro, Final Cut Pro, Canva, and others).
- Strong understanding of web design principles and content management systems (CMS).
- Excellent communication and interpersonal skills.

Ability to:

- Create, edit, and publish digital promotional materials.
- Maintain an up-to-date understanding of industry standard photography and videography practices.
- Create and execute strategic plans for video and photo communications campaigns.
- Support staff and supervisors in the completion of team priority projects.
- Communicate effectively and professionally in both written and verbal environments.
- Work independently with little direction.
- Meet schedules and timelines.
- Work with accuracy and attention to detail.
- Plan, develop, and present mixed media presentations.
- Establish and maintain effective working relationships with other people.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in multimedia, film, communications, or a related field (includes marketing, communications, journalism).
- Experience with communications strategies for large organizations.
- Advanced experience with video editing and website management software required.

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- A minimum of two (2) years' experience in outreach, communications, and/or marketing.
- An equivalent combination of training and experience that provides the capabilities to perform the duties as described.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Bilingual language fluency (English/Spanish) preferred, but not required.
- Successful completion of live scan, physical, substance abuse screening and TB and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Multimedia Specialist			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	

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Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x	x			x	
76-100 lbs	x	x			x	
100+ lbs	x			x		

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Outreach and Communications Supervisor

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Advocacy and Public Relations Manager, the Outreach and Communications Supervisor leads in the development, maintenance, and coordination of some CAPK communication efforts. Provides leadership of the agency outreach team and supports efforts to build strong communications linkages and practices between all CAPK programs. Provides training and leadership for all CAPK outreach staff. The Supervisor will also develop and maintain relationships with internal and external partners as well as volunteers and interns to expand network resources.

SUPERVISION RECEIVED:
Receives supervision from the Advocacy and Public Relations Manager.

SUPERVISION EXERCISED:
Outreach and Multimedia Specialists, interns, and volunteers.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Leads agency efforts to disseminate information to CAPK programs, staff, clients, partners, supporters, and the public through various communication strategies, including newsletters, videos, publications, meetings, websites, social media, advertising, and community events.
- Coordinates and provides quality control and training of the internal volunteer management portal for all interns and volunteers throughout the organization.
- Manage team attendance at resource fairs and other community events to ensure representation of the organization, as well as coordinating other internal CAPK program representation at countywide events.
- Coordinates large-scale outreach/marketing projects with internal programs and outside partners.
- Directs the Outreach and Multimedia Specialist in the development of collateral, digital assets, and presentations that are used internally and externally.
- Manages production of the CAPK in Action newsletter, Voice of Safety, annual report, and other internal and external communications products.
- Ensures the Community Development team is developing and maintaining CAPK social media calendar in collaboration with all other CAPK programs.
- Represents the organization through media interviews and press opportunities when needed.

- Assists the Advocacy and Public Relations Manager with advocacy efforts and maintain relationships with officials and their staff.
- Assists with planning of media and public events hosted by the organization.
- Manage, assign work, support training, assess performance and provide discipline as needed to the Communications and Outreach team.
- Develop and oversee the strategic plan for maintenance, update, and upgrade for all CAPK web products.
- Manage fulfillment of all communications and outreach requirements for CAPK grants and programs.
- Oversee the maintenance and upgrades to all CAPK websites.
- Development of a diverse team that is reflective of and can communicate with clients in their languages.

Other Job Specific Duties:

- Works alongside the Advocacy and Public Relations Manager to coordinate with the CAPK Foundation staff in the creation of materials, event planning, and digital assets to support the CAPK Foundation.
- Leads in the design and execution of training and community building efforts for outreach professionals in all CAPK programs.
- Manages projects and strategic efforts in support of the Chief Business Development Officer.
- Work alternative hours as required, including nights, holidays, and weekends.
- Network-wide travel as needed. Includes out-of-town travel.
- Performs other duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Leadership principles and best practices.
- Fundamentals of good grammar, spelling, and punctuation.
- Prepares, conducts, and attends all meetings, trainings, and conferences as assigned.
- Media relations practices.
- Principles and practices of public speaking
- Marketing, sales and public relations principles, photography, advertising, target clients, community assets and events, graphic design, production, and printing techniques.
- High-quality work and inspired, creative design.
- Photography and videography.
- Social media best policies and practices.
- Effective verbal communication skills, and the ability to coordinate the activities of other staff.
- Strong organizational skills, project management, and attention to detail.
- Ability to prioritize and handle multiple tasks and projects.

Ability to:

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- Use computer and graphic design software for creating outreach materials (e.g., Adobe Photoshop, Illustrator, InDesign, Canva, Premier).
- Write creatively and clearly for general and specialized audiences.
- Work independently with little direction.
- Meet schedules and timelines.
- Establish professional and positive working relationships with staff and agencies.
- Present and prepare press releases, new articles, presentations, reports, and other written materials in a timely and appropriate manner.
- Compile, organize, and present data clearly in written and oral format.
- Develop short, medium, and long-term plans for events, publications, social media, and other communications products.
- Make presentations before large audiences.
- Assess team member skills and abilities and build training and growth plans to enhance performance.
- Assist with budget preparation.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in marketing, communications, journalism, business, or related field. Master's degree in communications, Business Administration or Public Administration desired.
- A minimum of three (3) years' experience in project management, outreach, communications, and/or marketing required.
- One (1) to three (3) years in a supervisory role required.
- An equivalent combination of training and experience that provides the capabilities to perform the duties as described.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Bilingual language fluency (English/Spanish) preferred, but not required.
- Successful completion of a live scan, physical, substance abuse screening and TB and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors, but also includes outdoor activities such as resource fairs and community events.
- Noise level is quiet to moderate.
- Hazards are minimal.

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ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform their essential duties.

POSITION TITLE Outreach and Communications Supervisor			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting)			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)			x
Pushing & Pulling (left hand)			x
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs			x			x
26-50 lbs			x			x
51-75 lbs		x			x	
76-100 lbs	x			x		
100+ lbs	x			x		

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Outreach Specialist – Community Development

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Outreach and Communications Supervisor, designs and assists with the creation of all CAPK physical and digital promotional materials including CAPK in Action newsletter, the monthly Voice of Safety newsletter, social media postings, flyers, mailings, announcements, and other materials as needed. The Outreach Specialist is also in charge of planning and executing all social media communications for CAPK and working with CAPK programs to enhance and strengthen their individual social media presences. This role also includes performing professional and administrative work in support of organizational needs.

SUPERVISION RECEIVED:
Receives supervision from Outreach and Communications Supervisor.

SUPERVISION EXERCISED:
None.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Under the direction of the Outreach and Communications Supervisor, assists with the dissemination of information to agency staff, clients, and the public through a variety of communication strategies, including, but not limited to, newsletters, websites, social media, advertising, and community events.
- Produces the CAPK in Action newsletter, Voice of Safety, Annual Report, and other internal and external communications products.
- Coordinates and executes small-scale outreach projects.
- Organize and participate in community events, conferences, and workshops to promote the agency.
- Create regular, engaging posts and activity for the organization's social media accounts.
- Develops and maintains the CAPK social media calendar and submits content for editorial review.
- Serves as CAPK's social media expert and offers support and training to program-level outreach staff.
- Maintains an up-to-date understanding of industry's best practices in graphic design and social media marketing.
- Speaks and assists the media and public on behalf of the organization in Spanish and English if needed to support team leadership.

- Assists with planning of media and public events hosted by the organization.
- Works collaboratively with the Multimedia Specialist on various video projects, photo projects, and website maintenance as needed.
- Assists the CAPK Foundation with any collateral or digital needs.
- Assists in the quality control of volunteers and interns throughout the organization.
- Track and analyze outreach campaigns' performance and optimize them for better results.
- Captures and edits photos and videos of community events, employee gatherings, and marketing opportunities for use across social media platforms, websites, newsletters, brochures, and other promotional materials.
- Prepare reports and presentations to share findings with staff and stakeholders.
- Assists the team with collateral and marketing items for the CAPK Foundations initiatives.
- Take on project management work as assigned by the Outreach and Communications Supervisor.

Other Job Specific Duties:

- Assists with the development of communications-related SharePoint and CRM projects as needed.
- Assists with the development and execution of CAPK program outreach staff training schedules and acts as logistical coordinator for those events.
- Manage projects and strategic efforts in support of the Outreach team.
- Works alternative hours as required, including nights and weekends.
- Network-wide travel as needed. Includes out-of-town travel.
- Performs related duties as required.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Professional level graphic design.
- Fundamentals of good grammar, spelling, and punctuation.
- Social Media platforms and marketing (Facebook, Twitter, Instagram, LinkedIn, etc.).
- Social media best policies and practices.
- Written, digital and photo editing.
- Creative design, print publication, advertising, and commercial print processing.
- Digital content creation software including Adobe Creative Suite, Canva, Final Cut Pro, Photoshop and others.
- Photography and videography.
- Digital and communication trends.
- Microsoft Office programs, including PowerPoint, Excel, Word, and Publisher.

Ability to:

- Plan, develop, and present mixed media presentations.
- Write creatively and clearly for general and specialized audiences.
- Meet schedules and timelines.

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- Communicate effectively, verbally and in writing.
- Establish professional working relationships with staff and agencies.
- Create and execute strategic plans for communications campaigns.
- Develop short, medium, and long-term plans for events, publications, social media and other communications products.
- Conduct media interviews and maintain professional standards of media relations.
- Work independently with little direction.
- Work with accuracy and attention to detail.
- Plan, organize, and allocate resources.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in marketing, communications, journalism, or related field preferred.
- A minimum of two (2) years' experience in outreach, communications, and/or marketing.
- Expertise in graphic design and social media management required.
- Fluency in written and spoken Spanish very highly preferred (bilingual examination offered).
- An equivalent combination of training and experience that provides the capabilities to perform the duties as described.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Reliable transportation during work hours.
- Bilingual language fluency (English/Spanish) strongly desired
- Successful completion of live scan, physical, substance abuse screening and TB and all required vaccinations.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Outreach Specialist			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing		x	
Kneeling		x	
Crawling		x	

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Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs		x			x	
76-100 lbs		x			x	
100+ lbs	x			x		

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MEMORANDUM

To: Personnel Committee

From: Susana Magana, Director of Health & Nutrition



Date: January 8, 2025

Subject: *Agenda Item 4(c)*: Position Analysis and Equity Review for MCAP Program – **Action Item**

Over the past few months, Migrant Childcare Alternative Payment (MCAP) Program leadership has diligently reviewed processes and operations to identify areas for improvement. Through this evaluation, it has become evident that restructuring the MCAP program is essential to optimize performance and ensuring compliance with contractual obligations. This restructuring process included going through the CompEase analysis of updating job descriptions to streamline operations and better align with our organizational goals.

By updating the job descriptions, we aim to simplify roles, clarify responsibilities, and eliminate redundancies. This will allow us to operate more efficiently and effectively utilize our resources. In addition, CAPK is committed to upholding our contractual obligations. The restructuring will ensure that our MCAP program is equipped to fulfill these requirements promptly and effectively by adhering to contractual requirements.

Lastly, the restructuring process emphasizes the importance of fair and equitable compensation for all staff members. The leadership team, in collaboration with the Human Resources team, conducted a comprehensive review of salary structures to ensure pay equity across all roles. Ultimately, the restructuring aims to strengthen our commitment to providing high-quality childcare services and support our community in a timely and safe manner.

Summary of Proposed Changes

Below is a description of the proposed position changes and fiscal sustainability:

Position Title	Proposed Changes	Current Grade	Proposed Grade
Administrative Technician	Formerly Administrative Clerk. Grade change, duties and responsibilities, and education and experience.	Grade 3 Min. $16.00 Mid. $18.11 Max. $20.20	Grade 6 Min. $18.89 Mid. $23.62 Max. $28.34
Enrollment Technician	Grade change, supervision received, duties and responsibilities, and education and experience.	Grade 5 Min. $17.24 Mid. $20.29 Max. $23.32	Grade 6 Min. $18.89 Mid. $23.62 Max. $28.34

Family Service Coordinator	Grade change, duties and responsibilities, and education and experience.	Grade 9 Min. $24.78 Mid. $31.01 Max. $37.21	Grade 10 Min. $28.39 Mid. $35.49 Max. $42.59
Family Service Specialist I	Formerly Family Service Specialist. Duties and responsibilities changes.	Grade 8 Min. $21.59 Mid. $26.96 Max. $32.35	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30
Family Service Specialist II	Grade change, supervision received, and duties and responsibilities.	Grade 8 Min. $21.59 Mid. $26.96 Max. $32.35	Grade 9 Min. $25.45 Mid. $31.81 Max. $38.18
Family Service Manager	Grade change, supervision exercised, duties and responsibilities, and education and experience.	Grade 11 Min. $32.80 Mid. $41.00 Max. $49.20	Grade 12 Min. $35.58 Mid. $44.47 Max. $53.37
Outreach Coordinator	Grade change, duties and responsibilities, and education and experience.	Grade 9 Min. $24.78 Mid. $31.01 Max. $37.21	Grade 10 Min. $28.39 Mid. $35.49 Max. $42.59
Outreach Specialist	Duties and responsibilities changes.	Grade 8 Min. $21.59 Mid. $26.96 Max. $32.35	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30
Program Administrator	Grade change, supervision exercised, duties and responsibilities, and education and experience.	Grade 12 Min. $37.72 Mid. $47.13 Max. $56.57	Grade 14 Min. $45.63 Mid. $57.04 Max. $68.44
Quality Assurance Coordinator	Grade change, supervision exercised, and education and experience.	Grade 9 Min. $24.78 Mid. $31.01 Max. $37.21	Grade 10 Min. $28.39 Mid. $35.49 Max. $42.59
Quality Assurance Specialist	Duties and responsibilities changes.	Grade 8 Min. $21.59 Mid. $26.96 Max. $32.35	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30
Subsidized Reimbursement Coordinator	Grade change, duties and responsibilities, and education and experience.	Grade 9 Min. $24.78 Mid. $31.01 Max. $37.21	Grade 10 Min. $28.39 Mid. $35.49 Max. $42.59
Subsidized Reimbursement Manager	Grade change, supervision exercised, and duties and responsibilities.	Grade 11 Min. $32.80 Mid. $41.00 Max. $49.20	Grade 12 Min. $35.58 Mid. $44.47 Max. $53.37
Subsidized Reimbursement Specialist	Supervision received and duties and responsibilities.	Grade 8 Min. $21.59 Mid. $26.96 Max. $32.35	Grade 8 Min. $22.86 Mid. $28.59 Max. $34.30

Fiscal Impact and Timeframe

The title and grade changes allow our MCAP program to come up to market level, and be competitive within our community, as well as improve ongoing employee retention. Staff reviewed the grade changes with our Chief Financial Officer, and it was determined that the fiscal impact of $19,835 for the proposed changes is supported by the MCAP budget.

Strategic Plan Impact

As part of the 2021-25 Strategic Plan, specifically under Goal 4: *CAPK seeks to be an employer of choice and attract and retain a high-quality workforce to achieve the*

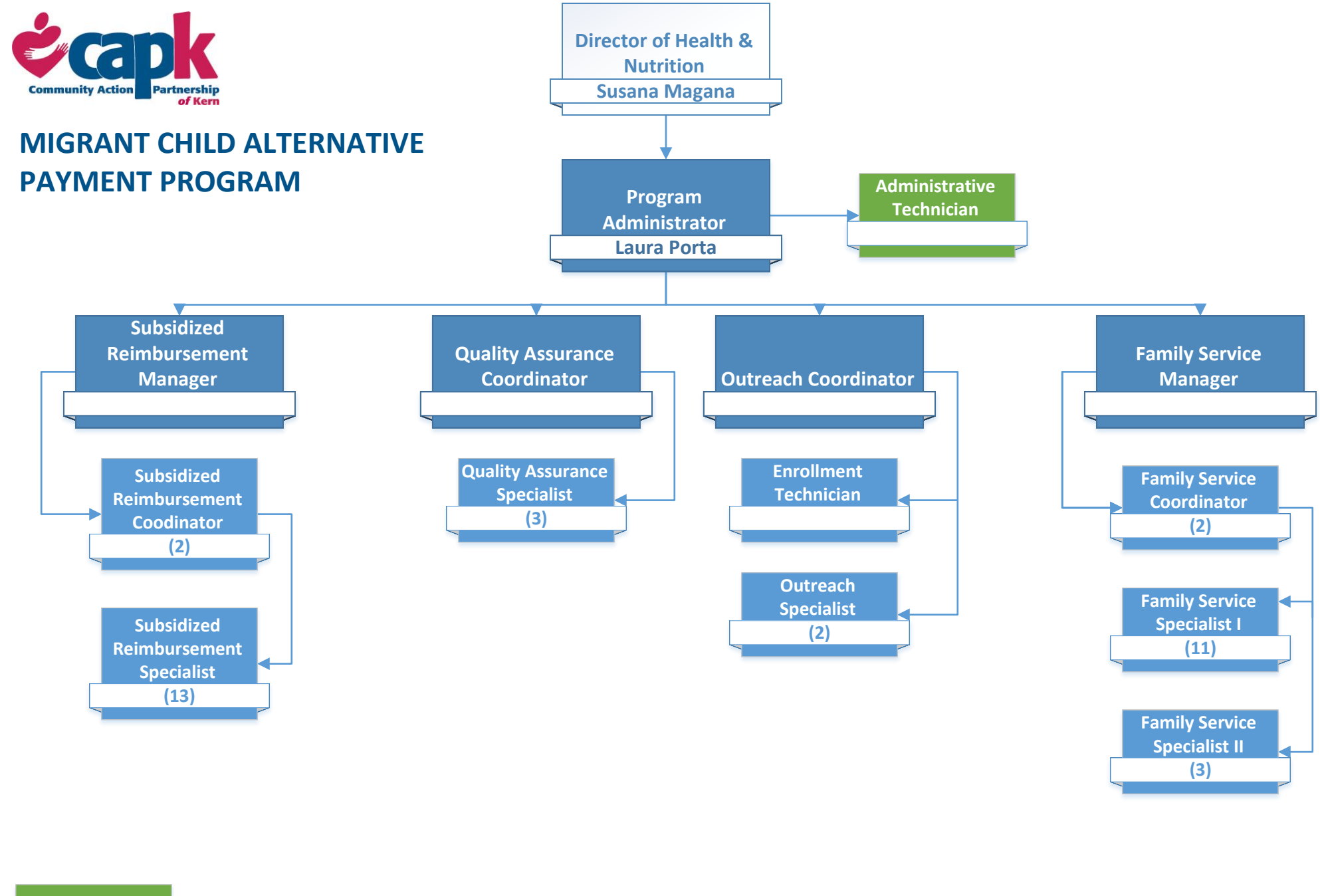
organization's desired results, and as part of the following objectives, the proposal supports staff development, growth, and retention:

- Objective 4.2: Increase employee engagement, morale, and retention.
    - 4.2.1 Conduct an internal and external equity analysis to evaluate the labor market and fiscal impacts; (b) b) Complete development and consolidation of revised job descriptions.

Recommendation:
Staff recommend the Personnel Committee approve the revised Migrant Childcare AP Program job description and grade changes.

Attachments:
Migrant Childcare AP Program (MCAP) Organizational Chart
Administrative Technician Job Description
Enrollment Technician Job Description
Family Service Coordinator Job Description
Family Service Specialist Job Description
Family Service Manager Job Description
Outreach Coordinator Job Description
Outreach Specialist Job Description
Program Administrator Job Description
Quality Assurance Coordinator Job Description
Quality Assurance Specialist Job Description
Subsidized Reimbursement Coordinator Job Description
Subsidized Reimbursement Manager Job Description
Subsidized Reimbursement Specialist Job Description

MIGRANT CHILD ALTERNATIVE PAYMENT PROGRAM



Revised 1/2025

Administrative Technician - MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 06 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Program Administrator, the Administrative Technician completes a variety of clerical functions of average to above average difficulty, including data entry, reception, preparation of mailers and general program support activities for the Migrant Childcare Program (MCAP).

SUPERVISION RECEIVED:
Program Administrator.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Answers multi-line telephone, routes calls, and takes messages.
- Efficient in the efforts to identify, reach, and enroll eligible families for services.
- Assist the public in person and over the phone by answering routine inquiries, providing information, and directing calls and client inquiries to the appropriate department or staff members.
- Supports inventory control efforts, deliveries, order placement, tracking and distribution of necessary office supplies and tools to program personnel.
- Types correspondence, documents, and reports of a general/routine nature.
- Completes data entry of The Centralized Eligibility List and servicing, monitoring, and maintenance of associated files.
- Assists with the safety program and other administrative office duties.
- Compiles accurate and detailed monthly reports for copy machines, vehicles, and other office materials or equipment as assigned.
- Prepares bulk electronic correspondence, mail notifications, and conducts routine informational calls to program participants and vendors.
- Provide quality customer service at all times.

Other Job Specific Duties:
- Works on special projects as assigned.
- Conducts and attends meetings, training and professional growth activities, as required
- Ensures strict confidentiality of all program records and information.

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- Ability to work under different weather conditions and work alternative hours as required, including nights and weekends, as assigned.
- Maintains a safe and functional work environment.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office procedures and equipment, including computers.
- Word processing and related software applications.
- Problems of socially and economically challenged families.

Ability to:

- Type 35 WPM.
- Prepare clear, concise reports.
- Exercise sound, independent judgment within general policy guidelines.
- Communicate effectively, verbally and in writing fluently in both English and Spanish.
- Work independently within the scope of authority with accuracy and attention to detail.
- Effectively organize and prioritize assigned work.
- Provide excellent customer service and establish professional working relationships with staff, agencies, childcare providers and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent required.
- One (1) year of clerical/receptionist experience in a professional work environment.
- One (1) year of customer service experience.
- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

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- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Administrative Technician - MCAP			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Enrollment Technician - MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 06 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Outreach Coordinator, the Enrollment Technician performs duties related to eligibility, screening, and enrollment for the Migrant Childcare Alternative Payment program (MCAP) for both families and childcare providers. The Enrollment Technician is also responsible for reception and clerical support services for the program. Works closely with other agencies and organizations in the community as part of the collaborative efforts to boost recruitment and enrollment. Provides training, when necessary, in a large group, small group or one-on-one setting. Provide excellent customer service by communicating with the public and staff in a tactful, courteous, and professional manner.

SUPERVISION RECEIVED:
Receives direct supervision from the Outreach Coordinator.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:
- Maintain computerized database management system for federal and state programs, including but not limited to completing, entering, updating, and auditing applications.
- Complete the first phase of the family eligibility applications by interviewing applicants, and gathering documentation on income, family size, employment and other factors.
- Accepts, reviews eligibility information and enrolls families into the waiting list following federal and state program guidelines.
- Provides support to the Subsidized Reimbursement department by screening, clearing, and enrolling childcare providers for program participation.
- Generate, monitor, and maintain an organized filing system for the reports needed to track eligibility, recruitment, selection, and enrollment.
- Data entry of centralized eligibility list and the servicing, monitoring, and maintenance of associated files.
- Furnishes general information to the public, program entry information to applicants and assists in completing the service applications for MCAP.
- Provides general clerical support such as faxing, photocopying, binding, filing, mail pick up and distribution, as needed by the program and maintains the front office in a professional manner.
- Conducts family and provider home visits, when assigned.

Other Job Specific Duties:

- Works on special projects as assigned.
- Conducts and attends meetings, training and professional growth activities, as required.
- Ability to work under different weather conditions and work alternative hours as required, including nights and weekends, as assigned.
- Maintains a safe and functional work environment.
- Is effective in the efforts to recruit and enroll families that qualify for MCAP.
- Ensures safety and policy compliance while driving company vehicles.
- Performs any other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Understanding of socially and economically challenged families.
- Modern office procedures and computer equipment.
- Word processing and related software applications.
- Knowledge of proper grammar in written communication.

Ability to:

- Prepare clear, concise reports.
- Plan, organize, and allocate resources.
- Exercise sound, independent judgment within general policy guidelines.
- Communicate effectively, verbally and in writing in both English and Spanish.
- Provide guidance and explain policies and procedures.
- Analyze problems and identify alternative solutions.
- Work with accuracy and attention to detail.
- Effectively organize and prioritize assigned work.
- Provide excellent customer services and establish professional working relationships with staff, agencies, childcare providers and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- High school diploma or equivalent.
- One (1) year of experience in social services or related field.
- Two (2) years of clerical/receptionist experience.
- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.

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- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Enrollment Technician - MCAP			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x

11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Family Service Coordinator - MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Family Service Manager, the Family Service Coordinator is responsible for developing and implementing outreach activities, as well as overseeing a comprehensive maintenance and case management plan for family/child files. This includes ensuring compliance with state regulations, program policies, procedures, and fraud prevention protocols.

SUPERVISION RECEIVED:
Family Service Manager.

SUPERVISION EXERCISED:
Family Service Specialist I and II.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Provide direct supervision, support, and ongoing technical assistance to the Family Service Specialists in the ongoing practice of their functions.
- Onboarding process of new staff members.
- Supervision of data collection, data input, and the systematic case management of family/child files by current regulatory mandates.
- Develop and implement a comprehensive case management process to verify ongoing eligibility of active clients.
- Provide staff training, and development, including coaching, mentoring, and evaluation of staff's assigned workload for quality and compliance verification.
- Comple timely performance evaluations and guidance to assigned staff.
- Assist the Program Administrator in the completion of state reporting requirements, as assigned.
- Oversee the completion of self-review functions, results, and corrective actions implementation for direct report personnel.
- Timely and successful completion of special projects as assigned to ensure the ongoing compliance of our program.
- Actively participates in the creation, implementation and evaluation of outreach materials, written policies, procedures, and best practices.
- Actively contributes to the development, monitoring, implementation, and evaluation of program policies and procedures and assists with developing short-range and long-range goals and program objectives.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Participates in and conducts meetings, training, and professional growth activities.
- Is proactive in ensuring a safe and functional work environment for all employees.
- Ability to work under different weather conditions
- Work alternative hours as required, including nights and weekends, as assigned.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment.
- Computer applications, including but not limited to, Windows, Word, and Excel.
- Problems of socially and economically challenged families.

Ability to:

- Supervise, plan, prioritize, and organize workload.
- Demonstrate good interpersonal skills.
- Work with accuracy and attention to detail.
- Gather and analyze data.
- Establish and maintain effective working relationships, internally and externally.
- Strong problem-solving skills.
- Communicate effectively, verbally and in writing.
- Effectively present program information to the public.
- Strong attention to detail and organizational skills.
- Provide excellent customer services and establish professional working relationships with staff, agencies, childcare providers and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from an accredited college or university.
- Two (2) years of progressive administrative/management experience with emphasis in social services, public administration, child development, or related fields.
- Comprehensive knowledge of regulations governing the administration of an alternative payment program or related child development /federal and state programs desirable.
- Two (2) years of staff supervisory experience.
- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

OTHER REQUIREMENTS:

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- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Family Service Coordinator - MCAP			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**

0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Family Service Specialist I - MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
The Family Service Specialist I (FSS I) is responsible for determining family eligibility and enrollment and maintaining family/child files in compliance with state regulations, program policies, and procedures, including fraud prevention protocols. The FSS I develops and conducts outreach activities to ensure the assigned caseload and child count are maintained. The FSS I actively participates in community events, facilitates family meetings, and delivers program presentations to both small and large groups. Manage cases and provides technical assistance and supportive services, which may include home visitations, referrals to community agencies, follow-ups, and tracking demographic data.

SUPERVISION RECEIVED:
Family Service Coordinator.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Pre-screening of new applicants to obtain, examine, and verify documentation needed to complete the required subsidy application for the federal and/or state program.
- Assessing and authorizing the family's maximum benefit level for state subsidized services.
- Verify and determine program eligibility, prioritizing children for enrollment, monitor continued eligibility and recertifications.
- Calculate family income documentation to determine income eligibility and assess family fees.
- Accurate input, update, and maintenance of the electronic data files in the program database for all assigned children and families.
- Maintain accurate, up-to-date records and other appropriate documentation and forms as specified by program requirements.
- Gather and record family information data and maintain orderly physical files and strict confidentiality of child/family records.
- Self-auditing reviews of family files to ensure compliance with federal and/or state regulations and program policies and procedures.
- Conduct program orientations to inform applicants of their rights and responsibilities associated with their participation in a federal and/or state program.

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- Effective case management of the family file and providing information, referrals, and information on resources available within the Agency and in the community.
- Manage an assigned caseload and complete daily/weekly/monthly statistical enrollment reports.
- Retrieve call logs and complete Notices of Action or provide referrals as appropriate.
- Work closely with other agencies and organizations in the community as part of a collaborate effort to boost recruitment, meet and maintain full program enrollment.
- Actively participate in the Program's outreach efforts and activities, to be able to reach the target population and maintain full caseload enrollment at all times.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Supports the program's daily operation including front desk coverage, mail process, office organization and cleaning as assigned.
- Actively contributes to a positive work environment.
- Ability to work under different weather conditions and work
- Work alternative hours as required, including nights and weekends, as assigned.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Perform like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment, including 10-key calculator.
- Computer applications, including but not limited to Windows, Word, and Excel.
- Problems of socially and economically challenged families.

Ability to:

- Plan, prioritize, and organize workload.
- Work independently within scope of authority.
- Recommend changes to offices procedures, as appropriate.
- Prepare clear and concise caseload reports.
- Exercise sound, independent judgment within the programs policies & procedures and State mandates/regulations.
- Communicate effectively, verbally and in writing fluently in both English and Spanish.
- Effectively present program information to the public in small and large group settings.
- Demonstrate good interpersonal skills.
- Provide excellent customer services and establish professional working relationships with staff, agencies, childcare providers and parents.
- Operate and use modern office equipment including computers, copiers, scanners etc.

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- Proficiently work with word processing, spreadsheets, database and related software applications.
- Work with accuracy and attention to detail.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- AA degree in business, social work, child development, psychology or closely related field.
- Two (2) years of working with various socio-economic populations, farm working population migrant farm working population, social services, family education, or related field.
- Two (2) years of working in an administrative field with emphasis on case management/administrative functions.
- Knowledge of regulations governing state programs, desirable.
- Any equivalent combination of education, training and/or experience that will provide the capabilities to perform the described duties.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Family Service Specialist I - MCAP			
Activity Hours Per Day	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	

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Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Family Service Specialist II - MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 09 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
The Family Service Specialist II (FSS II) is responsible for determining family eligibility and enrollment while maintaining family/child files in compliance with state regulations, program policies, and procedures, including fraud prevention protocols. The FSS II also develops and implements outreach activities to sustain the assigned caseload and child count. This role includes participation in community events, facilitating family meetings, and delivering program presentations to both small and large groups. The FSS II is responsible for managing additional caseload responsibilities beyond their primary assigned caseload. Provides technical assistance and supportive services, which may include home visits, referrals to community agencies, follow-ups, and demographic data tracking

SUPERVISION RECEIVED:
Family Service Coordinator and Family Services Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Pre-screening of new applicants to obtain, examine, and verify documentation needed to complete the required subsidy application for the federal and/or state program.
- Assessing and authorizing the family's maximum benefit level for state subsidized services.
- Verify and determine program eligibility, prioritizing children for enrollment, monitor continued eligibility and recertifications.
- Calculate family income documentation to determine income eligibility and assess family fees.
- Accurate input, update, and maintenance of the electronic data files in the program database for all assigned children and families.
- Maintain accurate, up-to-date records and other appropriate documentation and forms as specified by program requirements.
- Gather and record family information data and maintain orderly physical files and strict confidentiality of child/family records.
- Self-auditing reviews of family files to ensure compliance with federal and/or state regulations and program policies and procedures.

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- Conduct program orientations to inform applicants of their rights and responsibilities associated with their participation in a federal and/or state program.
- Effective case management of the family file and providing information, referrals, and information on resources available within the Agency and in the community.
- Manage an assigned caseload and complete daily/weekly/monthly statistical enrollment reports.
- Retrieve call logs and complete Notices of Action or provide referrals as appropriate.
- Work closely with other agencies and organizations in the community as part of a collaborate effort to boost recruitment, meet and maintain full program enrollment.
- Actively participate in the Program's outreach efforts and activities, to be able to reach the target population and maintain full caseload enrollment at all times.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Ability to work under different weather conditions
- Work alternative hours as required, including nights and weekends, as assigned.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Performs any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, procedures, and computer equipment, including 10-key calculator.
- Computer applications, including but not limited to Windows, Word, and Excel.
- Problems of socially and economically challenged families.

Ability to:

- Plan, prioritize, and organize workload.
- Work independently within scope of authority.
- Recommend changes to offices procedures, as appropriate.
- Prepare clear and concise caseload reports.
- Exercise sound, independent judgment within the programs policies and procedures and State mandates/regulations.
- Communicate effectively, verbally and in writing fluently in both English and Spanish.
- Effectively present program information to the public in small and large group settings.
- Demonstrate good interpersonal skills.
- Provide excellent customer services and establish professional working relationships with staff, agencies, childcare providers and parents.
- Operate and use modern office equipment including computers, copiers, scanners etc.
- Proficiently work with word processing, spreadsheets, database and related software applications.

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- Work with accuracy and attention to detail.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- AA degree in business, social work, child development, psychology, or closely related field.
- Two (2) years of working with various socio-economic populations, farm working population migrant farm working population, social services, family education, or related field.
- Two (2) years of working in an administrative field with emphasis on case management/administrative functions.
- Knowledge of regulations governing state programs, desirable.
- Any equivalent combination of education, training and/or experience that will provide the capabilities to perform the described duties.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:
The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Family Service Specialist II - MCAP			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	

Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100 lbs	x					

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Family Services Manager - MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Program Administrator, the Family Services Manager provides leadership and supervision to the Family Services Department including staff supervision, verifying work quality, and implementing a comprehensive community outreach plan across six (6) counties in the Central Valley. The Family Services Manager will develop and implement policies and procedures, providing strategic leadership to achieve program enrollment goals, managing employee performance, and overseeing staff onboarding, training, and development. The Family Services Manager also ensures accurate record-keeping, data collection, and compliance with program reporting requirements and fraud prevention protocols, in alignment with state regulations and program policies

SUPERVISION RECEIVED
Program Administrator

SUPERVISION EXERCISED:
Family Services Specialist I and II, Family Services Coordinator, and Enrollment Technician.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Development and implementation of a comprehensive community outreach plan in the counties of Merced, Madera, Fresno, Tulare, Kings, and Kern to reach and enroll eligible migrant, agriculturally working families for childcare services.
- Ensure the Family Services Department reaches and sustains full family/child enrollment as directed by the Program Administrator.
- Develop, implement, and oversee the program's waiting list process, and it's compliance, in six counties, ensuring strict adherence to mandated enrollment priorities and documentation in accordance with State regulations and program policies and procedures.
- Prepare accurate, concise, and timely reports of program monthly reimbursement totals, activities, and budget expenditures as required.
- Efficient in the efforts to promote MCAP program services by participating in public program presentations, print media, television, and radio appearances, representing the program with integrity and professionalism.
- Provides cross-training, clarification, and guidance on implementation of new program requirements, updates, and training as needed.
- Effectively resolves conflict through clear communication, dialog, and mediation. This includes personnel, and all program participants.

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- Actively supports and represents program interests on Child Care Provider Union (CCPU) issues, negotiations, meetings and informational sessions.
- Coordinate work and adherence to set deadlines for the submission of provider reimbursements for payment within 21 days, as required, by ensuring that family data is systematically collected, and accurately documented in the program's database.
- Works collaboratively with the Program Administrator and management team in providing timely responses, reporting accurate data and supporting all program compliance efforts.
- Actively participates in the personnel selection, training supervision, and support process.
- Provide orientation, training, technical assistance, support, audits, evaluations and supervision of the Family Services Specialist, Family Service Coordinator, and Enrollment Technician.
- Act as a liaison between the Migrant Childcare Alternative Payment Program, partner agencies, community representatives, participating families, and childcare providers.
- Effectively implements policies, procedures, and protocols to supervise and support program personnel working from remote satellite office locations.
- Provides key insight on the allocation of program resources, budgeting, and reporting.
- Prepare accurate, concise, and timely reports of program activities, enrollments, and budget expenditures as required.
- Coordinates, prepares, and assists the Program Administrator to meet MCAP's reporting requirements, data collection, record keeping, program development, writing, and monitoring of compliance requirements, issues, and grant applications.
- Actively contributes to the development, planning and implementation of MCAP's quality assurance process, policy review, and program reporting.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Works alternative hours, under different weather conditions, including nights and weekends as required.
- Is proactive in the effort to recruit and enroll families that qualify for Partnership programs.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Current problems of socially and economically challenged families.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and related software applications.
- Local public and private agency resources that provide services to children and families.
- Experience in alternative payment childcare programs and case management procedures and practices.

Ability to:

- Ability to plan, organize, allocate, and control substantial resources.

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- Ability to communicate effectively
- Good interpersonal skills
- Effectively presents program information to the public.
- Strong attention to detail and organizational skills.
- Provide excellent customer services and establish professional working relationships with staff, agencies, childcare providers and parents.
- Ability to act as a leader and mentor to provide direction and support to staff.
- Plan, develop, implement, and perform targeted outreach activities.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from an accredited college or university in public administration, business management, social sciences, education administration, or related field.
- Five (5) years of progressive administrative/management experience with emphasis in social services, public administration, child development, or related field.
- Five (5) years of staff supervisory experience.
- Four (4) years' experience working in an administrative field with emphasis on case management.
- Comprehensive knowledge of regulations governing the administration of an alternative payment program or related child development /federal and state programs are highly desirable.
- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Family Services Manager - MCAP				
Activity	**Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**

Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lba	x			x		
100+ lbs	x					

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Outreach Coordinator - MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the MCAP Program Administrator, the Outreach Coordinator is responsible for developing and implementing a strategic outreach plan to identify, reach and enroll eligible families into the Migrant Childcare Program. This includes participating in community outreach events, managing social media, creating informational materials, and working in collaboration with contractors, farmers, and large agricultural industry employers to increase recruitment of eligible families and establishing a robust applicant pool for MCAP services.

SUPERVISION RECEIVED:
Receives supervision from the Program Administrator.

SUPERVISION EXERCISED:
Outreach Specialist and Outreach Technician.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Develop, implement, and maintain a comprehensive outreach and community education plan in all MCAP service areas (Merced, Madera, Kings, Fresno, Tulare, and Kern County), including identifying, educating, and collaborating with key agricultural employers and establishing protocols to inform about available services.
- Actively participates in the advertising, candidate selection, hiring, training, supervision and performance evaluation of program personnel.
- Attend meetings, training, and conferences, locally and at the state level, to ensure the program's implementation of state requirements is consistent and timely.
- Oversee MCAP's food pantry, including reporting requirements, distribution, and restocking of items in a timely, safe, and organized manner.
- Supports the development of content for marketing materials, including flyers, brochures, and appropriate social media content to ensure eligible families and target populations are reached.
- Effectively collaborate with other program departments to ensure a seamless process from initial family contact to enrollment.
- Maintain accurate records of all outreach activities and actively participate in the completion state reporting program requirements.
- Plans, implements and coordinate daily activities and workload assignments within the assigned programmatic areas of responsibility.

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- Prepares monthly reports and correspondence as required, including mileage claims and travel approval requests, for MCAP staff, as applicable.
- Ensure a safe and functional work environment including the use of company vehicles according to company policies and requirements.
- Responds to inquiries and requests from the general public, internal departments, external agencies, and/or other interested parties; maintains public relations with community and professional organizations regarding available program services.

Other Job Specific Duties:

- Prepares and conducts meetings, trainings, and professional development activities.
- Ability to work under different weather conditions
- Work alternative hours as required, including nights and weekends, as assigned
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Current problems of socially and economically challenged families.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and related software applications.
- Federal, state, and local programs, laws, and regulations pertaining to the operation of the Migrant Childcare Program.

Ability to:

- Demonstrate good interpersonal skills.
- Possess strong organizational skills and close attention to detail.
- Work under pressure.
- Work with accuracy and attention to detail.
- Deal with conceptual matters.
- Plan, organize and document outreach activities.
- Communicate effectively, verbally and in writing.
- Work independently while managing competing demands.
- Provide excellent customer services and establish professional working relationships with staff, agencies, childcare providers and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from an accredited college or university.
- Two (2) years progressive administrative/management experience with emphasis in social services, public administration, child development, or related field.

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- Comprehensive knowledge of regulations governing the administration of an alternative payment program or related child development/federal and state programs desirable.
- Two (2) years of staff supervisory experience.
- An equivalent combination of education and/or experience that provides the capabilities to perform the job's duties may be accepted.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform' the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

Position: Outreach Coordinator - MCAP			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x

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Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Outreach Specialist - MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Outreach Coordinator, the Outreach Specialist is responsible for assisting in the development and implementation of a comprehensive outreach plan to reach and enroll eligible agriculture-working families for childcare services. The Outreach Specialist participates in outreach activities, community events and presentations to reach the program's target population and increase the service applicant pool for the MCAP program. n.

SUPERVISION RECEIVED:
Receives supervision from the Outreach Coordinator.

SUPERVISION EXERCISED:
None.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Assist in the development and implementation of a comprehensive and effective outreach plan to reach eligible families for the Migrant Childcare Program.
- Effecient in the efforts to identify, reach and enroll eligible families for services.
- Collects pre-applications for services and maintain a robust waiting list of program-eligible families, prioritizing children for enrollment based on current priority regulations and program policies.
- Performs appropriate education and outreach activities to ensure eligible families and target population is reached.
- Participates in the coordination of outreach efforts of all MCAP service areas (Merced, Madera, Kings, Fresno, Tulare, and Kern County).
- Participates in key agricultural employers' site visits to inform workers on the availability of services and program requirements.
- Effectively collaborate with program departments to ensure a seamless process from initial family contact to enrollment.
- Attend collaborative meetings, trainings and workshops as required.
- Maintain accurate records of all outreach activities.
- Support the front desk coverage activities, mail run process, client food pantry stocking and organizing.
- Assists in completing office and outreach supply inventory tracking, purchasing, distribution and office organization as assigned.

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- Provide education, support and follow-up to support license-exempt providers efforts to obtain licensure.
- Support family and provider home visiting efforts to provide technical assistance, support and compliance review as assigned.
- Acts as a liaison between the community and MCAP by collecting resource information and educating the Family Services Specialists on the availability of services and goods in the community.

Other Job Specific Duties:

- Participates in and conducts outreach activities and attends meetings and trainings as assigned.
- Ability to work under different weather conditions.
- Work alternative hours as required, including nights and weekends, as assigned.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK Programs.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Current problems of socially and economically challenged families.
- Modern office practices, methods, procedures, and computer equipment..
- Word processing, spreadsheet, database, and related software applications.

Ability to:

- Plan, prioritize, and organize workload.
- Work independently within scope of authority.
- Recommend changes to office procedures, as appropriate.
- Prepare clear and concise workload reports.
- Exercise sound, independent judgment within the programs policies and procedures and State mandates/regulations.
- Communicate effectively, verbally and in writing fluently in both English and Spanish.
- Effectively present program information to the public in small and large group settings.
- Demonstrate good interpersonal skills.
- Provide excellent customer services and establish professional working relationships with staff, agencies, childcare providers and parents.
- Proficiently work with word processing, spreadsheets, database, and related software applications.
- Work with accuracy and attention to detail.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

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- AA degree in business, social work, child development or psychology or closely related field from an accredited college or university
- Two (2) years of working with various socio-economic populations, farm working population migrant farm working population, social services, family education, or related field.
- Two (2) years experience in any area with emphasis on promoting services, outreaching, marketing, or educating the public on available services and resources.
- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform' the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

Position: Outreach Specialist - MCAP			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	~~x~~	x	
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x

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Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Program Administrator - MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 14 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:

Under the general direction of the Director of Health & Nutrition, the MCAP Program Administrator is responsible for managing the comprehensive migrant childcare program/s in compliance with all state and federal regulations, contract, or funding requirements and CAPK policies. The Program Administrator monitors the overall contract compliance, reporting and budgetary functions for the program. The Program Administrator is responsible for coordinating with program staff and other CAPK support divisions in preparation for program audits and self-assessments. The Program Administrator is the liaison between Community Action Partnership of Kern and the different state, county and local agencies, community stakeholders, community-based organizations, elected or appointed officials, legislative entities, and media representatives. The Program Administrator also provides leadership and technical expertise for program staff on state regulations, funding source requirements, program guidance, and policies and practices.

SUPERVISION RECEIVED

Director of Health & Nutrition

SUPERVISION EXERCISED:

Subsidized Reimbursement Manager, Family Services Manager, Quality Assurance Coordinator, Outreach Coordinator, and Administrative Technician.

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Provides oversight of the program's overall day-to-day management.
- Represents program interests on Child Care Provider Union (CCPU) issues, negotiations, meetings and informational sessions.
- Responsible for leadership to the Program's administration team.
- Provide training, development, supervision, and evaluation of assigned staff.
- Develops and implements strategies to maximize childcare enrollment in the six entry county areas, including but not limited to, arranging program informational meetings with local entities, attending community meetings, coordinating with local partners in the Central California Valley area, and participating in community outreach events.
- Develop and manage program budgets for the statewide program.
- Manage the program projections to ensure earning the full contract.
- Stay abreast of all regulation changes and program contract requirements.
- Develope, update and implement all program policies and procedures in accordance with state and federal regulations.

- Collaborates with program coordinators to plan and implement ongoing trainings for professional development and implements cross-training, as part of the program's succession plan.
- Engages in program advocacy activities, making recommendations to policymakers, consultants , and state contract representatives.
- Provides technical assistance and consultation services to program staff, providers, and local entities for effective implementation of MCAP.
- Assists with duties, as needed, to ensure appropriate, effective, efficient, and equitable services are provided to the migrant community and completes activities associated with the program.
- Acts as the designated hearing officer during appeals, facilitates the resolution of problems or concerns involving families, local partners, childcare providers, and collaborators.
- Ensure access to services in the six entry counties, including securing office space, transportation, and equipment in accordance with grant and agency requirements.
- Provides timely response to concerns and issues for the satellite offices and reports directly to the Director of Health & Nutrition.
- Recruitment, selection, and hiring process of qualified program personnel.
- Plan, organize, and conduct orientation sessions, workshops, training, and related activities for program staff, including identifying training facilities, recruitment areas, labor camps, packing sheds, agriculture-related industries, and high migrant impact communities.
- Prepare the MCAP portion of the annual continued funding grant application in collaboration with other grant writers.
- Oversight of strict inventory control including tracking program equipment, supplies and substantial resources.
- Oversees program monitoring activities and supports agency's fiscal and state annual audits.
- Oversees the implementation of sound data tracking and reporting protocols to CDSS, executive leadership and the CAPK Board of Directors.

Other Job Specific Duties:

- Represents program's interests in meetings, trainings, and conferences as necessary.
- Maintains a safe and functional work environment.
- Ability to work under different weather conditions.
- Work alternative hours as required, including nights and weekends, as assigned.
- Is proactive in the effort to recruit and enroll families that qualify for Capk programs.
- Performs any other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Departmental policies and procedures.exe
- Modern office practices, methods, procedures, and computer equipment.

- Word processing, spreadsheet, database, and related software applications.
- Employment, political, and health services systems.
- Problems of socially and economically challenged families.

Ability to:
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Provide excellent customer services and establish professional working relationships with staff, agencies, childcare providers and parents.
- Analyze statistical reports and legislation and interpret for policy design and implementation.
- Monitor, analyze, and evaluate programs, including the development of system design and procedural guidelines.

EDUCATION AND EXPERIENCE:
The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in sociology, business, public administration, or related field.
- Five (5) years experience in administration/management, including program design, management, budgeting, program evaluation, community organization and public relations, or related experience.
- Minimum five (5)years experience working in a childcare Alternative Payment (AP) program.

11. Minimum five (5) years of supervisory experience.

- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

OTHER REQUIREMENTS:

-
- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.**Bilingual language fluency (English/Spanish) required.**

WORK ENVIRONMENT:
The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Program Administrator			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

Quality Assurance Coordinator - MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the MCAP Program Administrator, the Quality Assurance Coordinator is responsible for the general development and implementation of MCAP's quality assurance and monitoring compliance activities. This includes monthly program compliance reviews, annual auditing, staff training, and ongoing program self-assessments. The ongoing quality and compliance monitoring process must maintain compliance with applicable contract requirements, Title V state regulations, DSS directive, the State Contract Monitoring Review process, Community Care Licensing, federal and state regulations, and program policies, procedures, and best practices.

SUPERVISION RECEIVED
MCAP Program Administrator

SUPERVISION EXERCISED:
Quality Assurance Specialist

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Develop, implement, and maintain and effective monitoring system, including appropriate monitoring processes, reports, checklists, and monitoring schedules.
- Maintain a comprehensive system for ongoing monitoring, audit, data analysis, and evaluation of all program service areas (Merced, Madera, Kings, Fresno, Tulare, and Kern County) in consultation with key staff.
- Review of family files, provider files, and provider reimbursements processed to verify quality delivery of services, and program compliance with all regulatory requirements and MCAP's program policies and procedures.
- Staff training, and development, including coaching, mentoring, and evaluation of staff's assigned workload for quality and compliance verification.
- Communicate review findings to Program Administrator and work directly with supervisors and staff to implement corrective actions of audit findings.
- Monthly state reporting of total served children and subsidized providers.
- Compiling yearly reporting data for CSBG and agency annual reports.
- Coordinate and participate in the programs annual Self-Assessment process, ensuring compliance, completeness, and timely submission of MCAP's review.
- Conduct and coordinate annual audits, funding source regulatory audits, and monitoring visits to childcare providers and families as necessary.

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- Contribute to the development, monitoring, implementation, and evaluation of program policies and procedures and assists with developing short-range and long-range goals and program objectives.

Other Job Specific Duties:

- Participates and conducts meetings, training, and professional growth activities.
- Maintains a safe and functional work environment.
- Ability to work under different weather conditions.
- Work alternative hours as required, including nights and weekends, as assigned.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Current problems of socially and economically challenged families.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and related software applications.
- Principles and practices of administration, budgeting, fiscal oversight, and project management.
- Federal, state, and local programs, laws, and regulations pertaining to the operation of the program.

Ability to:

- Demonstrate good interpersonal skills.
- Work with accuracy and attention to detail.
- Gather and analyze data.
- Strong attention to detail and organizational skills.
- Provide excellent customer services and establish professional working relationships with staff, agencies, childcare providers and parents.
- Strong problem-solving skills.
- Communicate effectively, verbally and in writing.
- Effectively present findings and implement correction plans accordingly.
- Work independently and collaboratively as a team to manage competing demands.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from an accredited college or university.
- One (1) year of progressive administrative/management experience with emphasis in social services, public administration, child development, or related field.
- Comprehensive knowledge of regulations governing the administration of an alternative payment program or related child development /federal and state programs desirable.
- One (1) year of staff supervisory experience.

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- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Quality Assurance Coordinator - MCAP			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			X
Walking			X
Standing			X
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	

Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lba	X			X		
100+ lbs	X					

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Quality Assurance Specialist - MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status: Non**-Exempt **Date Approved:** TBD

SUMMARY:
Under the supervision of the Quality Assurance Coordinator, the Quality Assurance Specialist is responsible for conducting monthly program compliance reviews and data collection activities. This includes ongoing reviews of family and provider files, general file audits, data collection, and reporting. The Quality Assurance Specialist also assists with the preparation and submission of the annual report and ensures compliance with applicable contract requirements, Title V state regulations, Department of Social Services (DSS) directives, the State Contract Monitoring Review process, Community Care Licensing standards, federal and state regulations, and program policies, procedures, and best practices

SUPERVISION RECEIVED:
Receives supervision from the Quality Assurance Coordinator.

SUPERVISION EXERCISED:
None.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Assist in the development and implementation of a comprehensive and effective compliance monitoring process, reports, checklists, and monitoring schedules.
- Monthly compliance reviews and work quality verification and evaluation of all program service areas (Merced, Madera, Kings, Fresno, Tulare, and Kern County) as directed.
- Participates in the collection of program review data and provides insight on ongoing program training needs.
- Submits monthly case load reports and maintains accurate records of all quality assurance and monitoring activities.
- Assist in the development of customer satisfaction surveys, compiles, and reports on survey findings.
- Assists in compiling monthly and yearly reporting data for CSBG, MCAP's Program Self Evaluation and agency annual reports.
- Work collaboratively to communicate and maintain quality work standards.
- Collaborates with community partners, other programs and organizations to strengthen partnerships, enhance recruitment efforts, and maintain optimal program enrollment.
- Participates in outreach and collaborative activities in the community as assigned.
- Proactively ensures to remain current on all regulatory requirements to support all program compliance efforts and high-quality work.

- Demonstrate a thorough understanding of community standards and needs within the population served.
- Provides training, when necessary, in a large group, small group or one-on-one setting.

Other Job Specific Duties:

- Participates in outreach activities, meetings, and training as assigned.
- Ability to work under different weather conditions.
- Work alternative hours as required, including nights and weekends, as assigned.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Current needs of socially and economically challenged families.

Ability to:

- Plan, prioritize, and demonstrate strong organizational skills and attention to detail.
- Work independently within the scope of authority.
- Recommend changes to office procedures, as appropriate.
- Prepare clear and concise workload reports.
- Communicate effectively, verbally, and in writing in both English and Spanish.
- Demonstrate good interpersonal skills.
- Provide excellent customer service by communicating with the public and staff in a tactful, courteous, and professional manner.
- Operate and use modern office equipment including computers, copiers, scanners etc.
- Proficient in word processing, spreadsheets, databases, and related software applications.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- AA degree in business, social work, child development, psychology, or closely related field from an accredited college or university.
- Two (2) years of working with various socio-economic populations, farm working population migrant farm working population, social services, family education, or related field.
- Two (2) years' experience in any area with emphasis on promoting services, outreaching, marketing, or educating the public on available services and resources.
- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

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OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform' the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION: Quality Assurance Specialist - MCAP			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

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	LIFTING			CARRYING		
	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS	NEVER 0 HOURS	OCCASIONALLY UP TO 4 HOURS	FREQUENTLY 4-8 HOURS
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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Subsidized Reimbursement Coordinator – MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FLSA Status**: Non-Exempt **Date Approved**: TBD

SUMMARY:

Under the general direction of the Subsidized Reimbursement Manager, the Subsidized Reimbursement Coordinator facilitates training and support to the Subsidized Reimbursement Specialists. The Reimbursement Coordinator will develop and implement departmental protocols and program documents in accordance with state regulations and program policies and procedures. This includes fraud prevention protocol, reports, training materials, and program policies and procedures, as required.

SUPERVISION RECEIVED:

Receives supervision from the Subsidized Reimbursement Manager.

SUPERVISION EXERCISED:

As assigned Subsidized Reimbursement Specialists.

DUTIES AND RESPONSIBILITIES:

Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Provides orientation, training, technical assistance, audit, and support supervision of the Subsidized Reimbursement Specialist.
- Acts as a liaison between the MCAP staff, partner agencies, and fiscal division personnel on provider payment issues and tasks.
- Assists with the design, development, and maintenance of computerized management and information systems for reporting and record-keeping of provider payments.
- Assists in the development and implementation of procedures involving the payment of providers and processing of provider payments.
- Reviews provider payment determinations to ensure compliance with appropriate regulations and eligibility certification procedures.
- Trains and assists providers in the completion of required forms and documents when necessary.
- Prepare accurate, concise, and timely reports of program activities and budget expenditures as required.
- Assists in the Contract Monitoring Review process and in the completion of necessary local, federal and state reporting requirements.
- Compiles and tabulates data for statistical analysis, projection of costs, and prepares other financial reports as required.
- Actively participates in meetings and informational sessions with union representatives

to facilitate information sharing, compliance, and adherence to collective bargaining agreements.
- Actively support the efforts to oversee the administration and accuracy of union dues requirements, deductions, and program reporting responsibilities.

Other Job Specific Duties:
- Attend all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Participates in outreach activities and ability to work under different weather conditions and work alternative hours as required, including nights and weekends, as assigned.
- Is proactive in recruiting and enrolling families that qualify for CAPK programs.
- Perform any other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Modern office practices, methods, and computer equipment.
- Word processing, spreadsheet, database, and other related software applications.
- Problems of socially and economically challenged families.

Ability to:
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Provide excellent customer services and establish professional working relationships with staff, agencies, childcare providers and parents.
- Act as a leader and mentor to provide direction and support to staff, partner organizations, and community members

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in business management, science, accounting, social sciences, or a related field.
- One (1) year of staff supervisory experience.
- One (1) year of experience working in an administrative field with an emphasis on fiscal issues.
- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

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OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE: Subsidized Reimbursement Coordinator			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

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	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Subsidized Reimbursement Manager - MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 12 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the general direction of the Program Administrator, the Subsidized Reimbursement Manager provides leadership and supervision to the Subsidized Reimbursement Department. This role includes managing and supervising staff, overseeing workloads, and ensuring the effective and timely processing of provider reimbursements. The Manager is also responsible for overseeing the active enrollment and clearance process for eligible childcare providers, primarily in the counties of Merced, Madera, Fresno, Kings, Tulare, and Kern, while extending support to all counties within the State of California

SUPERVISION RECEIVED
MCAP Program Administrator.

SUPERVISION EXERCISED:
Subsidized Reimbursement Specialist and Subsidized Reimbursement Coordinator

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Development and implementation of an efficient and compliant reimbursement process.
- Staff supervision, evaluation, support and work allocation of the Subsidized Reimbursement Department personnel.
- Develop and implement an effective childcare provider clearance process to approve provider's participation quickly and accurately, in all counties in the State of California in accordance program requirements.
- Actively participates in the development of comprehensive written policies, procedures and reimbursement protocols.
- Conduct orientation, training, technical assistance, support, audit, evaluation, and supervision to the Subsidized Reimbursement Department and other program personnel.
- Effectively and promptly answers and resolves provider reimbursement issues, questions and inquiries as required.
- Actively supports and represents program interests on Child Care Provider Union (CCPU) issues, negotiations, meetings and informational sessions.
- Ensure department adherence to set deadlines for the submission of timely provider reimbursements for payment within 21 days, as required.
- Acts as a liaison between the MCAP program, the R&R agencies across the state, the childcare provider union, other partner agencies, and the fiscal division personnel on provider payment issues and tasks.

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- Works collaboratively with the program administrator, and management team in providing timely responses, reporting accurate data and supporting all program compliance efforts.
- Assists with the design, development, and maintenance of computerized management and information systems for reporting and record-keeping of provider payments.
- Ensure adherence to strict policies of confidentiality to safeguard high volume of confidential data and information.
- Review provider payment determinations to ensure compliance with appropriate regulations and eligibility certification procedures.
- Maintain thorough-program records for compliance with reporting and auditing requirements.
- Oversee the training process of childcare providers across the state, in the completion of required forms and documents as required by applicable regulations.
- Prepare accurate, concise, and timely reports of program monthly reimbursement totals, activities, and budget expenditures as required.
- Provides key insight on the allocation of program resources, budgeting, and reporting.
- Actively participates in the Contract Monitoring Review process and in the completion of necessary state reporting requirements.
- Compiles and tabulates data for statistical analysis, projection of costs, and prepares other financial reports as required.
- Actively contributes to the development, planning and implementation of MCAP's quality assurance process, policy review, and program reporting.
- Coordinates, prepares, and assists the Program Administrator to meet MCAP's reporting requirements, data collection, record keeping, program development, writing, and monitoring of compliance requirements, issues, and grant applications.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Ability to work under different weather conditions.
- Work alternative hours as required, including nights and weekends, as assigned.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Current problems of socially and economically challenged families.
- Modern office practices, methods, procedures, and computer equipment.
- Word processing, spreadsheet, database, and related software applications.
- Principles and practices of administration, budgeting, fiscal oversight, and project management.
- Federal, state, and local programs, laws, and regulations pertaining to the operation of the program.

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Ability to:

- Strong attention to detail and organizational skills.
- Plan, organize, allocate, and control substantial resources.
- Communicate effectively, verbally and in writing.
- Demonstrate good interpersonal skills.
- Effectively present program information to the public.
- Provide excellent customer services and establish professional working relationships with staff, agencies, childcare providers and parents.
- Act as a leader and mentor to provide direction and support to staff, partner organizations, and community members.
- Analyze statistical reports and legislation and interpret for policy design and implementation.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree from an accredited college or university in public administration, business management, social sciences, education administration, or related field.
- Five (5) years of progressive administrative/management experience with emphasis in social services, public administration, child development, or related field.
- Five (5) years of experience supervising staff.
- Four (4) years' experience working in an administrative field with emphasis on case management.
- Comprehensive knowledge of regulations governing the administration of an alternative payment program or related child development /federal and state programs are highly desirable.
- Any equivalent combination of education, training, and/or experience that will provide the capabilities to perform the described duties.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

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POSITION TITLE: Subsidized Reimbursement Manager - MCAP			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			X
Walking			X
Standing			X
Bending (neck)			X
Bending (waist)			X
Squatting		X	
Climbing	X		
Kneeling		X	
Crawling	X		
Twisting (neck)			X
Twisting (waist)			X
Is repetitive use of hand required?			X
Simple Grasping (right hand)			X
Simple Grasping (left hand)			X
Power Grasping (right hand)		X	
Power Grasping (left hand)		X	
Fine Manipulation (right hand)			X
Fine Manipulation (left hand)			X
Pushing & Pulling (right hand)		X	
Pushing & Pulling (left hand)		X	
Reaching (above shoulder level)		X	
Reaching (below shoulder level)		X	

	LIFTING			**CARRYING**		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			X			X
11-25 lbs		X			X	
26-50 lbs		X			X	
51-75 lbs	X			X		
76-100 lba	X			X		
100+ lbs	X					

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Subsidized Reimbursement Specialist – MCAP

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 08 **FLSA Status:** Non-Exempt **Date Approved:** TBD

SUMMARY:
The Subsidized Reimbursement Specialist (SRS) is responsible for determining childcare provider eligibility and admission into the program. The SRS ensures the maintenance of provider files and family/child reimbursement records in compliance with state regulations, program policies, and procedures, including fraud prevention protocols. The SRS manages cases and provides technical assistance and supportive services, including but not limited to provider home visits, referrals to community agencies, follow-ups, and demographic data tracking. Also processes childcare subsidy invoices to determine maximum subsidy reimbursements based on the applicable Regional Market Rate and state regulations

SUPERVISION RECEIVED:
The Subsidized Reimbursement Coordinator or Subsidized Reimbursement Manager.

SUPERVISION EXERCISED:
None

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Determine the maximum subsidy amount to be reimbursed based on the appropriate Regional Market Rate and the family's stablished maximum benefit level.
- Calculate, process, and track reimbursements and payments for childcare care provider subsidy invoices in accordance with federal and/or state regulations.
- Conduct interviews of new childcare providers to obtain, examine, and verify documentation needed to complete the required clearing process for provider participation in the federal and/or state program.
- Gather and record childcare provider information data, maintain orderly physical files and strict confidentiality of child/family reimbursement records.
- Self-audit reviews of provider files to ensure compliance with federal and/or state regulations and program policies and procedures.
- Conduct scheduled and unscheduled childcare provider site visits to verify attendance records for authorized children, to provide technical assistance and to provide information on resources available within the agency and in the community.
- Ensures that program records and files are maintained in compliance with reporting and auditing requirements.
- Assists providers with the proper completion of forms required by MCAP and in response to their inquiries.

- Demonstrates effective communication skills and upholds professional communication standards at all times.
- Prepare and present program information to small and large groups.
- Submits monthly reports and spreadsheets including the calculation, deduction and accurate reporting of Union dues totals.

Other Job Specific Duties:

- Attends all meetings, trainings, and conferences as assigned.
- Maintains a safe and functional work environment.
- Ability to work under different weather conditions.
- Work alternative hours as required, including nights and weekends, as assigned.
- Is proactive in the effort to recruit and enroll families that qualify for CAPK programs.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Computer applications, including but not limited to, Windows, Word, Excel and Access.
- Current needs of socially and economically challenged families.

Ability to:

- Plan, organize, and allocate substantial resources.
- Work independently within scope of authority.
- Recommend changes to office procedures, as appropriate.
- Prepare clear and concise case load reports.
- Exercise sound, independent judgment within the programs policies and procedures, and State mandates/regulations.
- Communicate effectively, verbally and in writing fluently in both English and Spanish.
- Effectively present program information to the public in small and large group settings.
- Demonstrate good interpersonal skills.
- Operate and use modern office equipment including computer, copier, scanners etc.
- Proficiently work with word processing, spreadsheets, database, and related software applications.
- Work with accuracy and attention to detail.
- Provide excellent customer services and establish professional working relationships with staff, agencies, childcare providers and parents.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- AA degree in business administration, bookkeeping, accounting or closely related field.

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- Two (2) years of working with various socio-economic populations, farm working population migrant farm working population, social services, family education, or related field.
- Two (2) years of working in an administrative field with emphasis on fiscal functions.
- Proficient in MS Office Suite, specifically Excel.
- Knowledge of regulations governing state programs, desirable.
- Any equivalent combination of education, training and/or experience that will provide the capabilities to perform the described duties.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by DMV printout.
- Bilingual language fluency (English/Spanish) required.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is performed indoors and outdoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Subsidized Reimbursement Specialist			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x

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Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x					

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MEMORANDUM

To: Personnel Committee

From: Tracy Webster, Chief Financial Officer

Date: January 8, 2025

Subject: *Agenda Item 4(d)*: Changes / Reclassifying Finance Job Descriptions – **Action Item**

Executive Summary

Community Action Partnership of Kern (CAPK) continues to grow in the number of contracts managed and the level of revenue. In the current fiscal year, the finance team has been responsible for managing 95 grants and contracts. The revenue has grown 126.2% in a seven-year period. At the same time, the level of complexity has also increased.

The Finance Division has implemented SageIntacct which will allow for improved automation and efficiency. The agency now has an accounting system which will allow the Finance Division to continue to meet the demands of contract growth and diversification.

Proposal

In response to the increasing workload and contract requirements, we are proposing the following changes to the Finance Division:

Changes to existing positions:

- Reclassify Procurement Manager to Procurement Supervisor
- Reclassify Contracts Specialist to Accounting Technician
- Amend job description of Director of Finance to remove direct supervision over Accounts Payable, Accounts Receivable, Payroll and Procurement. The Director of Finance will have direct supervision over grants management, agency wide finance reporting, and external reporting.

New Position

- Add Controller with responsibility over Accounts Payable, Accounts Receivable, Payroll and Procurement

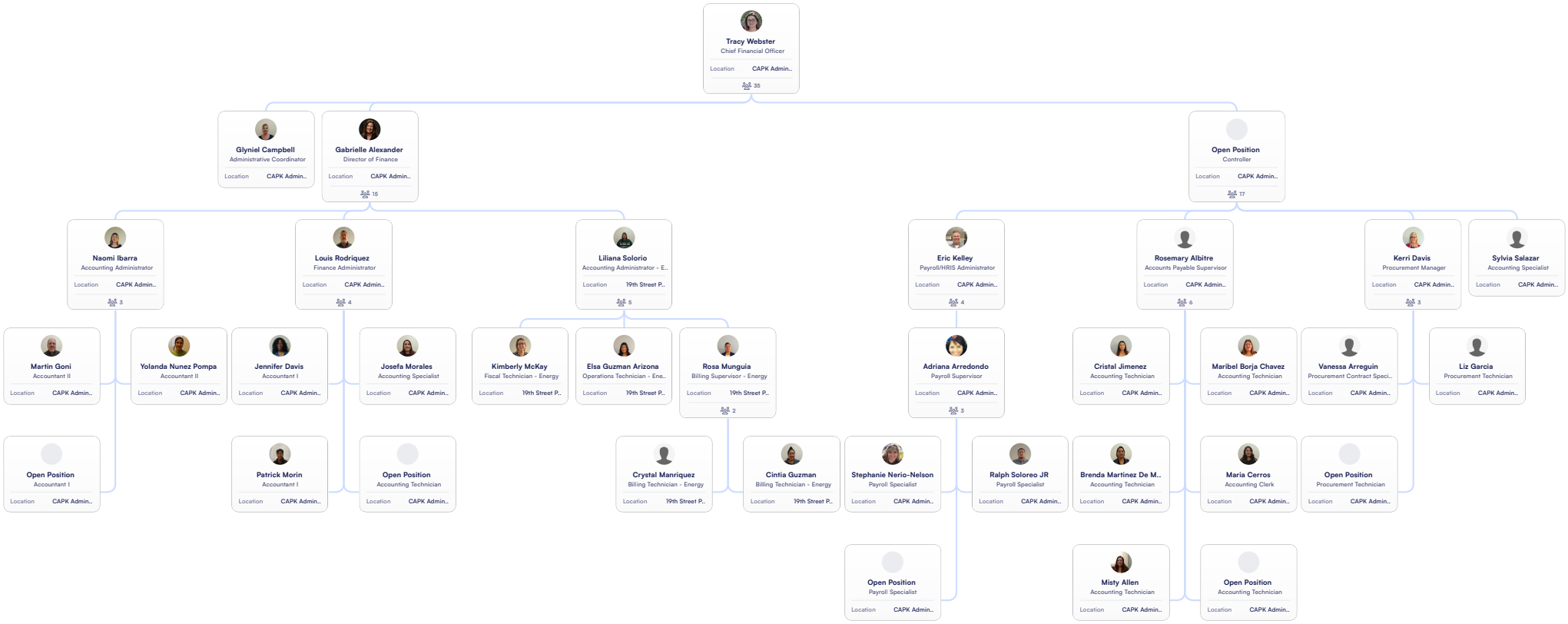
Fiscal Impact and Timeframe

The position modifications will allow the Finance Division to operate more efficiently for the benefit of the agency. The fiscal impact has been recognized in the 2025-26 budget

which will be presented for first review to the Budget and Finance Committee on January 22, 2025, with final Board approval scheduled on February 26, 2025. If approved by this Committee the new position of Controller would only be effective beginning March 1, 2025, after budget approval and could not be posted as an open position until after that date. These changes will also enhance the succession planning within the Finance Division and allow for improved continuity and agency stability.

Recommendation:
Staff recommend the Personnel Committee approve proposed changes to the Procurement Supervisor and the Director of Finance. Staff also recommend the change from Contracts Specialist to Accounting Technician. Furthermore, staff recommends the addition of a Controller.

Attachments:
Finance Division Organizational Chart
Controller Job Description
Director of Finance Job Description
Procurement Supervisor Job Description


Tracy Webster
Chief Financial Officer
Location CAPK Admin..
35
Glyniel Campbell
Administrative Coordinator
Location CAPK Admin..
Gabrielle Alexander
Director of Finance
Location CAPK Admin..
15
Open Position
Controller
Location CAPK Admin..
17
Naomi Ibarra
Accounting Administrator
Location CAPK Admin..
3
Louis Rodriquez
Finance Administrator
Location CAPK Admin..
4
Liliana Solorio
Accounting Administrator - E..
Location 19th Street P..
5
Eric Kelley
Payroll/HRIS Administrator
Location CAPK Admin..
4
Rosemary Albitre
Accounts Payable Supervisor
Location CAPK Admin..
6
Kerri Davis
Procurement Manager
Location CAPK Admin..
3
Sylvia Salazar
Accounting Specialist
Location CAPK Admin..
Martin Goni
Accountant II
Location CAPK Admin..
Yolanda Nunez Pompa
Accountant II
Location CAPK Admin..
Jennifer Davis
Accountant I
Location CAPK Admin..
Josefa Morales
Accounting Specialist
Location CAPK Admin..
Kimberly McKay
Fiscal Technician - Energy
Location 19th Street P..
Elsa Guzman Arizona
Operations Technician - Ene..
Location 19th Street P..
Rosa Munguia
Billing Supervisor - Energy
Location 19th Street P..
2
Adriana Arredondo
Payroll Supervisor
Location CAPK Admin..
3
Cristal Jimenez
Accounting Technician
Location CAPK Admin..
Maribel Borja Chavez
Accounting Technician
Location CAPK Admin..
Vanessa Arreguin
Procurement Contract Speci..
Location CAPK Admin..
Liz Garcia
Procurement Technician
Location CAPK Admin..
Open Position
Accountant I
Location CAPK Admin..
Patrick Morin
Accountant I
Location CAPK Admin..
Open Position
Accounting Technician
Location CAPK Admin..
Crystal Manriquez
Billing Technician - Energy
Location 19th Street P..
Cintia Guzman
Billing Technician - Energy
Location 19th Street P..
Stephanie Nerio-Nelson
Payroll Specialist
Location CAPK Admin..
Ralph Soloreo JR
Payroll Specialist
Location CAPK Admin..
Brenda Martinez De M..
Accounting Technician
Location CAPK Admin..
Maria Cerros
Accounting Clerk
Location CAPK Admin..
Open Position
Procurement Technician
Location CAPK Admin..
Open Position
Payroll Specialist
Location CAPK Admin..
Misty Allen
Accounting Technician
Location CAPK Admin..
Open Position
Accounting Technician
Location CAPK Admin..

Director of Finance

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 16 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Responsible for assisting the Chief Financial Officer (CFO) in overseeing and directing the coordination and implementation of financial management systems that ensure efficiencies and compliance on an organization-wide basis, including planning, organizing, guiding, and monitoring the overall financial and accounting functions of the organization. Has direct oversight over grant financial management and agency financial reporting. Responsible for reviewing budgets for grant proposals. Additionally, responsible for the overall monitoring for each grant and contract performance and fiduciary compliance.

SUPERVISION RECEIVED:
Receives supervision from the Chief Financial Officer.

SUPERVISION EXERCISED:
Direct supervision of the Accounting Administrators and Finance Administrator-Head Start. Indirect supervision of all subordinate Finance staff.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Assist with the financial management and accounting functions of the Finance division.
- Ensure that accounting policies, procedures, and controls comply with generally accepted accounting principles, governmental regulations, and guidelines.
- Act as a liaison with funding sources in resolving budget, financial, and reporting issues.
- Assist the CFO in developing and implementing policies and procedures to ensure corporate assets are safeguarded, including confidential data.
- Assist the CFO in designing and implementing financial reporting systems.
- Assist in the preparation of monthly financial reports that accurately reflect the financial status of the organization for presentation to the Board of Directors.
- Design and recommend the use of financial dashboards for management decisions.
- Assist in developing and establishing budgeting standards to evaluate expenditures for all grants/contracts and programs.
- Identify and present financial issues and recommend appropriate action to strengthen and enhance the financial environment.
- Assist in the approval of expenditures within grant/program budget limits.
- Assist in the development and preparation of budgets, budget modifications, amendments, and other supporting financial analyses and schedules required for ongoing grants/contracts and proposals for additional funding.

- Assist in establishing and maintaining all banking relationships.
- Provide general business and financial advice to the CFO on the overall operations and financial condition of the organization.
- Provide technical support and direction to senior management staff to ensure compliance with government rules and regulations and grant/contract requirements.
- Analyze and interpret legislation and other financial directives issued by the Controller General of the United States and the Office of Management and Budget (OMB).
- Establish and maintain effective relationships with senior management, the Board of Directors, funding source representatives, banks, and auditors.
- Train staff on effective use of the accounting software applications/modules.
- Responsible for the coordination and preparation audited financial statements, Form 990, and all external contract reporting.
- Oversee and support accounting team with dynamic leadership that creates an environment of trust and productivity.
- Perform other financial and accounting duties as assigned.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Generally accepted accounting principles.
- Applicable federal, state, and local laws, codes, and regulations.
- Organization and Finance Division policies and procedures.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, general ledger database, and related software applications.

Ability to:

- Plan, organize, allocate, and control confidential data and organizational resources.
- Communicate effectively, verbally and in writing.
- Maintain and organize a variety of files, records, and logs.
- Work under frequent time pressures or deadlines.
- Supervise and motivate a diverse group of individuals.
- Research and resolve financial issues and problems.
- Analyze financial data with successful results.
- Prepare accurate and concise financial statements, reports, and budgets.
- Exercise good and independent judgment.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

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- Bachelor's degree in accounting, business administration, or related field.
- CPA (Certified Public Accountant) preferred.
- Eight (8) years of progressive financial accounting experience, including four (4) years of supervisory experience.
- Financial accounting experience in a non-profit organization or governmental entity is desirable, including familiarity with governmental accounting standards and regulations.
- Experience in grant budget management.
- Experience with financial project management.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and have such records filed with the State Department of Social Services.
- Credit check with acceptable history.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Director of Finance			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x

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Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing &Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Controller

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 16 **FLSA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Responsible for assisting the Chief Financial Officer (CFO) in overseeing and directing the coordination and implementation of financial management systems that ensure efficiencies and compliance on an organization-wide basis, including planning, organizing, guiding, and monitoring the overall financial and accounting functions of the organization. Has direct oversight over accounts payable, accounts receivable, payroll, and procurement. Responsible for directing business functions to support the flow of transactions to maintain positive relationships with vendors, customers, internal and external clients, and employees.

SUPERVISION RECEIVED:
Receives supervision from the Chief Financial Officer.

SUPERVISION EXERCISED:
Direct supervision of the Payroll/HRIS Administrator, Procurement Manager, Accounts Payable Supervisor, and the Accounting Specialist. Indirect supervision of all subordinate Finance staff.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Assist with the financial management and accounting functions of the Finance division.
- Ensure that accounting policies, procedures, and controls comply with generally accepted accounting principles, governmental regulations, and guidelines.
- Act as a liaison with vendors and customers in resolving budget, financial, and reporting issues.
- Assist the CFO in developing and implementing policies and procedures to ensure corporate assets are safeguarded, including confidential data.
- Assist the CFO in designing and implementing financial reporting systems.
- Assist in the preparation of monthly financial reports pertaining to accounts payable, accounts receivable, payroll, and procurement that accurately reflect the financial status of the organization for presentation to the leadership.
- Design and recommend the use of financial dashboards for management decisions.
- Assist in developing and establishing operational performance standards to evaluate productivity, accounts payable aging, accounts receivable aging, and payroll efficiency to maximize the accuracy of reporting for all grants/contracts and programs.
- Identify and present financial issues and recommend appropriate action to strengthen and enhance the financial environment.
- Assist in the approval of expenditures within grant/program budget limits.
- Assist in the oversight of the daily accounting operations including payroll, accounts

payable, procurement and accounts receivable by maintaining internal safeguards for revenue receipts, expenditure recording and classification.
- Develop and enforce internal controls to maximize protection of company assets, policies, procedures and workflows.
- Provide general business and financial advice to the CFO on the overall operations and financial condition of the organization.
- Provide technical support and direction to senior management staff to ensure compliance with government rules and regulations and grant/contract requirements.
- Analyze and interpret legislation and other financial directives issued by the Controller General of the United States and the Office of Management and Budget (OMB).
- Establish and maintain effective relationships with senior management, the Board of Directors, funding source representatives, banks, and auditors.
- Train staff on effective use of the accounting software applications/modules.
- Responsible for overseeing the preparation of all payroll-related tax documentation, 1099's, U.S. Census information, and other required mandatory reporting.
- Oversee and support accounting team with dynamic leadership that creates an environment of trust and productivity.
- Perform other financial and accounting duties as assigned.

Other Job Specific Duties:
- Attend all meetings, trainings, and conferences as assigned.
- Maintain a safe and functional work environment.
- Work alternative hours as required, including nights and weekends.

MINIMUM QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:
- Generally accepted accounting principles.
- Applicable federal, state, and local laws, codes, and regulations.
- Organization and Finance Division policies and procedures.
- Modern office practices, methods, procedures, and equipment.
- Word processing, spreadsheet, general ledger database, and related software applications.

Ability to:
- Plan, organize, allocate, and control confidential data and organizational resources.
- Communicate effectively, verbally and in writing.
- Maintain and organize a variety of files, records, and logs.
- Work under frequent time pressures or deadlines.
- Supervise and motivate a diverse group of individuals.
- Research and resolve financial issues and problems.
- Analyze financial data with successful results.
- Prepare accurate and concise financial statements, reports, and budgets.
- Exercise good and independent judgment.

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EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelor's degree in accounting, business administration, or related field.
- CPA (Certified Public Accountant) preferred.
- Eight (8) years of progressive financial accounting experience, including four (4) years of supervisory experience.
- Financial accounting experience in a non-profit organization or governmental entity is desirable, including familiarity with governmental accounting standards and regulations.
- Experience in managing accounting operations, with a focus of streamlining accounting processes.
- Experience with financial project management.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Must be fingerprinted and have such records filed with the State Department of Social Services.
- Credit check with acceptable history.
- Successful completion of physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be made to enable employees with disabilities to perform the essential duties.

POSITION TITLE Controller			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	

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Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing &Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

	LIFTING		CARRYING			
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs	x			x		
76-100 lbs	x			x		
100+ lbs	x			x		

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Procurement Supervisor

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

Salary Range: Grade 10 **FSLA Status:** Exempt **Date Approved:** TBD

SUMMARY:
Under the direction of the Director of Finance, the Procurement Supervisor coordinates all aspects of procurement, contracts, leases, inventory and assets, memorandum of understandings (MOUs), and risk management in accordance with funding source regulations and internal policies and procedures. This position is responsible for the continuity of service to support CAPK programs and to ensure the purchase of goods and services are at the lowest cost consistent with quality needed. The Procurement Supervisor ensures compliance with Code of Federal Regulations 2 CFR 200 – Uniform Administrative requirements, Cost Principles and Audit Requirement for federal awards.

SUPERVISION RECEIVED:
Receives supervision from the Director of Finance.

SUPERVISION EXERCISED:
Directly supervise the Procurement Technicians.

DUTIES AND RESPONSIBILITIES:
Disclaimer: This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Essential Job Specific Duties:

- Identify, control, and develop purchasing processes and practices to ensure the best value for expenditure on goods and services. Procurement procedures must reflect the applicable state and local laws and regulations, as well as conform to applicable federal law.
- Communicate effectively with coworkers, suppliers, salespersons, and the public to establish and maintain effective working relationships.
- Participate in or lead cross-functional teams assigned to develop or evaluate contracts and proposals.
- Assist in developing a variety of purchasing-related documents including contract terms, conditions, specifications, and contractual agreements.
- Manage and coordinate preparation of bid proposals and construction and service contracts. Preside over public bid openings and analyzes and recommends award of contracts.
- Analyze requisitions for new service contracts and evaluate the efficiency of existing service contracts. Perform research to assist in determining the best method for procuring a wide variety of services. Evaluate proposals and assist other employees with proposal evaluation.
- Coordinate, monitor, track, and process all activities related to liability insurance policies for general liability, fire, automobile, and other insurance coverage. Process any required

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policy changes. Communicate with insurance carriers regarding insurance coverage and ensuring that proper insurance requirements are met.

- Coordinate and handle all activities related to Agency leases for all buildings and/or land space agreements. Ensure leases comply with federal, state, and local regulations. Assist Directors and/or Program Managers in negotiation or re-negotiation of leases, space agreements, contracts, or MOUs. Serve as liaison between tenants and landlords concerning complaints or problems. Track, update, and coordinate renewal of leases, space agreements, contracts, or MOUs.
- Gather, update, and maintain Agency inventory database and reports. Train staff on inventory policies and procedures. Assist program management staff with the disposition of state and federal assets.
- Process DMV transactions, including renewals, stolen or lost tag replacement, and smog notification.
- Mentor and supervise Procurement Technicians.

Other Job Specific Duties:

- Attend all meetings, trainings, and conferences as assigned, including evenings and weekends.
- Maintain a safe and functional work environment.
- Perform any other like duties as assigned.

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Agency and departmental policies and procedures.
- Applicable federal, state, and local laws, codes, and regulations.
- Word processing, spreadsheet, database, and related software applications.
- OMB Uniform Guidance.

Ability to:

- Communicate effectively, verbally and in writing, to employees at all levels of the organization.
- Plan, organize, allocate, and control substantial resources.
- Demonstrate good interpersonal skills.
- Establish professional working relationships with staff, agencies, and vendors
- Use computer software programs, such as Microsoft Office.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Associate degree with a major in business administration, public administration, planning, finance, or a closely related field preferred.
- Two (2) years' procurement experience in purchasing, contracts, and budgets, administering and managing employees, preferably in a non-profit organization, public agency, government funded agency, or similar program.

- Experience may be substituted for the education requirement on a year for year basis.

OTHER REQUIREMENTS:

- Possession of a valid California driver's license and state automobile insurance with an acceptable driving record, substantiated by a DMV printout.
- Successful completion of live scan, physical, substance abuse screening, TB, and all required vaccinations.

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- Work is primarily performed indoors.
- Noise level is quiet to moderately quiet.
- Hazards are minimal.

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodation may be provided to enable employees with disabilities to perform the essential duties.

POSITION TITLE Procurement Supervisor			
Activity **Hours Per Day**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
Sitting			x
Walking			x
Standing			x
Bending (neck)			x
Bending (waist)			x
Squatting		x	
Climbing	x		
Kneeling		x	
Crawling	x		
Twisting (neck)			x
Twisting (waist)			x
Is repetitive use of hand required?			x
Simple Grasping (right hand)			x
Simple Grasping (left hand)			x
Power Grasping (right hand)		x	
Power Grasping (left hand)		x	
Fine Manipulation (right hand)			x
Fine Manipulation (left hand)			x
Pushing & Pulling (right hand)		x	
Pushing & Pulling (left hand)		x	
Reaching (above shoulder level)		x	
Reaching (below shoulder level)		x	

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	LIFTING			CARRYING		
	NEVER 0 HOURS	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**	**NEVER 0 HOURS**	**OCCASIONALLY UP TO 4 HOURS**	**FREQUENTLY 4-8 HOURS**
0-10 lbs			x			x
11-25 lbs		x			x	
26-50 lbs		x			x	
51-75 lbs		x			x	
76-100 lbs	x			x		
100+ lbs	x					

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MEMORANDUM

To: Personnel Committee

From: Lisa McGranahan, Chief Human Resources Officer

Date: January 8, 2025

Subject: *Agenda Item 4(e)*: 2025 New California Minimum Wage Increase – **Info Item**

Due to the enactment of Senate Bill (SB) 3, beginning January 1, 2025, employers will be required to increase their minimum wage from $16.00 to $16.50 an hour. This increase to the minimum wage affects not only non-exempt employees, but also the minimum annual salary requirement for exempt employees to $68,640/year.

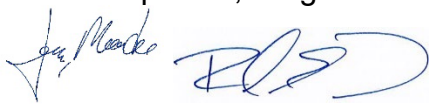
California law also provides that exempt employees must receive a salary that is not less than two times the state minimum wage. Effective January 1, 2025, the minimum annual salary for exempt employees will also increase to $68,640 annually.

This increase will impact four (4) hourly staff members. The increase of wages for these four employees was projected during the development of the 2025 budget and fiscal impact is approximately $5,450.

MEMORANDUM

To: Personnel Committee

From: Jerry Meade, Assistant Director of Program
Robert Espinosa, Program Design and Management Administrator



Date: January 8, 2025

Subject: *Agenda Item 4(f):* Head Start Personnel Update – **Info Item**

The Head Start and State Child Development Division is committed to continue providing an ongoing update regarding personnel challenges affecting the Head Start program.

For the month of December 2024, the following information is provided to the Personnel Committee:

- 639 staff employed.
- 28 vacant positions.
- Onboard 24 new staff members.
- Ten (10) resignations.
- Eleven (11) days of interviews were conducted for ten (10) direct service requisitions.

Job opportunities are continuously posted on the Head Start California website, accompanied by dedicated recruitment efforts for our direct service positions. Additionally, the extension of the recruitment incentive is set to end on December 31, 2024.

Attached is a document that details the closed classrooms and staff vacancies for the closed and open classrooms as of December 26, 2024.

Attachment:
Enrollment Staffing Data Sheet

Enrollment Staffing Data Sheet

Site	Funded	Projected Reportable Enrollment	% Enrolled	Budgeted Staffed	Currently Staffed	Staff Vacancies	% Staffed
Alberta Dillard (PY)	34	33	97%	6	6	0	100%
Alicante	20	20	100%	2	2	0	100%
Angela Martinez EHS	24	27	113%	9	7	2	78%
Angela Martinez HS	51	45	88%	9	8	1	89%
Bakersfield College	32	29	91%				
Blanton	16	12	75%				
Broadway (PY)	37	41	111%	6	6	0	100%
California City (PY)	17	20	118%	2	2	0	100%
California Street	24	24	100%	9	9	0	100%
Cleo Foran EHS	8	7	88%	3	3	0	100%
Cleo Foran HS	15	15	100%	3	3	0	100%
Delano (PY)	60	60	100%	12	12	0	100%
Escuelita Hernandez	16	16	100%				
Fairfax (PY)	34	35	103%	5	4	1	80%
Family Childcare EHS	20	16	80%				
Family Childcare HS	10	19	190%				
Garden Pathways	11	14	127%				
Gianone	16	16	100%	3	3	0	100%
Harvey L. Hall EHS	68	60	88%	24	24	0	100%
Harvey L. Hall	74	80	108%	9	9	0	100%
Heritage (PY)	17	20	118%	2	2	0	100%
Kennedy	16	16	100%	6	5	1	83%
Lathrop	24	24	100%	9	9	0	100%
Lodi	32	35	109%	9	9	0	100%
M. Massei	24	26	108%	9	9	0	100%
MJM EHS	16	14	88%	6	6	0	100%
MJM HS	34	29	85%	6	6	0	100%
Oasis EHS (PY)	4	4	100%	2	2	0	100%
Oasis (PY)	34	24	71%	6	5	1	83%
Pete Parra EHS	48	49	102%	14	14	0	100%
Pete Parra HS	68	63	93%	8	8	0	100%
Primeros Pasos EHS	16	17	106%	6	6	0	100%
Primeros Pasos HS	51	40	78%	9	9	0	100%
Rosamond (PY)	51	60	118%	9	9	0	100%
San Diego EHS	32	32	100%	12	12	0	100%
Shafter EHS	24	24	100%	9	9	0	100%
Shafter	17	20	118%	3	3	0	100%
TBD	8	0	0%	3	0	3	0%
Stockdale HS	45	25	56%	12	8	4	67%
Sterling EHS	72	57	79%	26	21	5	81%
Sterling HS	53	59	111%	9	8	1	89%
Sunrise Villa (PY)	17	18	106%	3	3	0	100%
Taft (PY)	51	60	118%	15	15	0	100%
Taft College	22	18	82%				
Tehachapi (PY)	15	17	113%	2	2	0	100%
Vineland (PY)	17	17	100%	2	2	0	100%
Virginia (PY)	17	20	118%	2	2	0	100%
Willow (PY)	37	37	100%	9	9	0	100%
Home Base Kern 160	160	165	103%	16	16	0	100%
SJC EHS HB 80	80	91	114%	8	8	0	100%
Total	**1689**	**1670**	**99%**	**334**	**315**	**19**	**94%**

Funded Enrollment	1689	1670 99%

Active Enrollment	1647	1670 101%

Closed Classrooms	Funded Enrollment	Staff Vacancies
Stockdale HS ~ 45		
Class A	8	1
Class D	9	3
Sterling EHS ~ 80		
Class 8	8	1
Class 9	9	2
TBD~ 8		
Class 1	8	0
Classrooms Fully	**Total Slots**	**Staff Vac.**
5	**42**	**7**

* TBD- St. Mary's- slots pending

	Slots	Staff Vac.
Closed Enrollment	**2%**	**36.84%**
Open Enrollment	**98%**	**63.16%**

Enrollment Data Run Date 12/26/2024 Staffing Data Run Date