ANOKA COUNTY COMMUNITY ACTION PROGRAM, INC.

1201 89th Avenue NE • Suite 345 • Blaine, MN 55434
Phone 763-783-4747 • FAX 763-783-4700 • Website: www.accap.org

JOB DESCRIPTION

Position Title: Child Care Assistance Case Worker-Intake **FLSA: Non-Exempt**
Class Title: Human Service Worker II
Range: 4
Reports to: Child Care Assistance Supervisor

Position Requirements:

Education and Experience: Associates degree (A.A.) or equivalent from two (2) year college or technical school; six (6) months to one (1) year related experience and/or training; or equivalent combination of education and experience.
Licenses Required: None.
Certifications Required: None.
Knowledge: Knowledge of Human Services programs, community resources or related programs. Basic math and knowledge of Microsoft computer programs.
Abilities: Ability to work independently, to communicate effectively both verbally and in written form, to assist in problem solving and crisis management, to relate to diverse clientele populations, to work effectively with co-workers, clients, supervisors and other agencies and to interpret and apply complex rules and regulations correctly and efficiently.
Skills: Word processing, mathematical skills, people skills, skills in oral and written communications, customer services skills, skills in organizational techniques, prioritizing and managing workflow.

Duties and Responsibilities:

Determine initial and ongoing eligibility to guidelines for all child care assistance programs, adhere to data privacy rules, approve ongoing service authorizations to child care providers, resolve problems and issues related to changes being processed timely; document all case activity; implement and interpret rules, regulations and new county policies that follow state and federal guidelines; direct new and existing cases to appropriate services and referrals to other county agencies; interpret court and legal documents to evaluate factors of eligibility for assistance; refer cases with questionable or inconsistent information to the fraud prevention investigation program or the county attorney office; determine process and authorize overpayments and recoupments for child care assistance recipients and child care providers; attend and participate in training sessions, workshops and conferences to keep current on new legislation. Serve as worker of the day, to meet with all walk-in clients, providers and provide coverage for staff who are out on that day. Performs other related duties as assigned.

Essential Job Functions:

Normal office procedures, able to lift and carry 30 pounds safely, sitting in a chair or standing for extended periods of time, repetitive upper body movement including twisting, turning, and utilizing arms, hands, and fingers on phone system, keyboarding, and sorting mail, extended visual contact with computer monitors. Must be able to communicate effectively with clients and employees throughout building.

Posting Date:	10/9/26	Location:	Remote w/some days in person: Blaine, MN
Closing Date:	Until Filled	Supervisor:	S. Lindenfelser
Status:	Permanent/FT	Wage:	$20.21-$22.23/Hour - DOQ

Benefits:Vacation, Sick, Holiday, Medical, Dental, Vision, Life, Disability, HSA, FSA, Dependent Care Reimbursement, Accident/Critical Illness Supplemental Insurance, 403(b) Retirement w/match.