

Job Summary:

To manage a caseload involving the determination of initial and continuing eligibility for subsidized child care to families and childcare providers; and to coordinate enrollment and placement of qualified children with childcare providers. General supervision is provided by a Program Coordinator.

Eligibility Specialists may work in one of three categories: State Funded Grants, Federally Funded Grants or a mix of State and Federally Funded Grants. Job functions may vary depending on the type of grant.

Essential Functions:

- Interview and assess families to assist them in completion of application, declaration and verification forms upon which eligibility decisions are based.
- Determine eligibility in accordance with established procedures, program policy, laws and regulations.
- Gather family budget and income data, in order to perform calculations to determine eligibility for service.
- Interpret regulations and program requirements and communicate these to applicants, providers and the general public.
- Assist families to resolve discrepancies on issues of eligibility for services.
- Assist families in the identification, selection and enrollment with an appropriate childcare provider.
- Prepare and maintain documents, case records, reports, files, and logs using a variety of automated software programs.
- Collect, monitor, enter, verify, and audit data into database systems.
- Record keeping of all Providers attendance sheets received throughout the fiscal year.
- Work collaboratively and communicate with Parents, Providers and/or program staff for verification and accuracy of collected documents.
- Advise applicants and providers of their rights and responsibilities associated with receipt and participation in subsidized child care.
- Maintain communications and good working relationships with collateral agencies and community organizations.
- Provide information, counseling, resource materials and referral assistance to families and providers with respect health, social service, nutritional, or employment needs.
- Review and audit to attendance sheets to verify appropriate fees and/or subsidy payments.
- Support providers by providing resource information on a variety of issues such as Health and Safety, curriculum, child activities during a site visit or in a workshop environment.
- Perform related duties as required.

Knowledge and/or Abilities:

- **Abilities to:**
 - Operate standard office machines, such as calculator and computer
 - Make arithmetic calculations quickly and accurately
 - Read, interpret and apply rules, policies and procedures
 - Collect and evaluate information, draw valid conclusions and take appropriate action.
 - Effectively apply interviewing and listening techniques sufficient to obtain information from families and providers.
 - Prepare materials for presentations to individuals and groups.
 - Write clear, concise and grammatically correct narrative, reports, records, and correspondence.
 - Establish and maintain effective working relationships with staff, families and other agency personnel.

- Use patience, tact and respect when dealing with people of various socioeconomic and cultural backgrounds.
 - Communicate clearly to explain technical information and regulations to persons from a variety of backgrounds, both verbally and in writing.
 - Prioritize and organize workload and manage deadlines.
 - Follow written and verbal directions and seek guidance when appropriate.
 - Retain and recall pertinent information such as regulations and client data.
 - Keep systematic and accurate records
 - Maintain confidentiality of all business information and materials.
 - Speak, read and write English.
 - Speak, read and write Spanish preferred.
- **Knowledge of:**
 - Math including fractions and percentages to perform income and eligibility calculations
 - Interviewing methods and techniques.
 - Record keeping principles.
 - Terminology related to eligibility determinations and case data processing.
 - Caseload management methods and techniques.
 - Microsoft operating systems including Word, Excel, and Access.
 - Common social, economic, and cultural issues and barriers encountered by unemployed persons and low-income working families.

Working Conditions and Physical Abilities: Office; Will occasionally travel using personal vehicle for work related activities; Moderate noise level; Sitting extended periods of time; Regularly lift and move up to 25 pounds, and occasionally lift and move up to 50 pounds; Reaching above the shoulders and horizontally to retrieve items; Regular bending, stooping, and crouching.

Education and Experience Required:

- Level I: Requires an Associate's Degree in Child Development, Social Services, or a related field.
- Level II: Requires a Bachelor's Degree in Child Development, Social Services, or a related field.
- Level III: Requires a Bachelor's Degree in Child Development, Social Services, or a related field and an additional 30 college units (post Bachelor degree).

Certificates, Licenses, Clearances Testing and/or Bonding Required:

- Valid California Driver's License and use of personal vehicle.
- Department of Justice and FBI Fingerprint Response.
- Proof of automobile liability insurance.

FLSA Status: Non-Exempt

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This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office. This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office. This organization is a Drug and Tobacco - Free Workplace. This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.