



## **JOB DESCRIPTION ELIGIBILITY SPECIALIST**

**ACCOUNTABLE TO:** Eligibility Specialist will receive supervision from the Family Services Supervisor and Executive Director. Job performance will follow a 12 month probationary period and on an annual basis thereafter.

### **JOB SUMMARY:**

- Determine eligibility for Best Beginning Scholarship Program
- Payment Processing for the Best Beginnings Scholarship Program
- Fair Hearings
- Child Care Referrals
- Participation in Early Childhood Services Bureau trainings/meetings

### **DUTIES AND RESPONSIBILITIES:**

#### **DETERMINING ELIGIBILITY:**

- Conduct eligibility determination for Working Caretaker Relative, TANF, Non-TANF families, and children under Child Protective Services according to the Early Childhood Services Bureau (ECSB) Child Care Procedure Handbook
- Assist in determining families' needs and provide information that will help families evaluate quality of care; including child care provider referrals
- Practice "informed choice" philosophy which includes understanding each family's unique needs and the needs of the child(ren). This includes reviewing the application and offering referrals for community services and available programs
- Refer the family to an appropriate service of support when families have concerns about their child's development or challenging behaviors.
- Provide technical assistance regarding the Best Beginnings Scholarship Program to families, providers, and coordinating agencies
- Assist in obtaining third party verifications as needed, as well as assisting clients in communicating with other human service agencies
- Re-determine families as established in the ECSB Child Care Procedure Handbook
- Manage cases in such a manner as to support the work of the Error Rate Process
- Maintain Improper Payment Percentage errors below 4%

#### **PAYMENT PROCESSING:**

- Manage and process child care payments in accordance with the ECSB Child Care Procedure Handbook and the ECSB Child Care Policy Manual
- Process payments in a timely manner and follow up on errors with payment processing
- Work with the ECSB staff to manage and process cases around the suspected misuse of funds

**FAIR HEARING:**

- Provide assistance to the ECSB staff through the Fair Hearing Process.

**CHILD CARE REFERRALS:**

- Complete child care referrals as directed through NACCRRAware (training provided)

**PARTICIPATION IN ECSB TRAININGS/MEETINGS:**

- Attend trainings/meetings sponsored by the ECSB in regards to the Best Beginnings Scholarship Program

**GENERAL:**

- In-town and out-of-town travel, to include overnight travel may be required to perform the responsibilities of this position. The employee is to provide a mode of transportation for this travel. Some travel may be required during inclement weather. Mileage reimbursement is provided.
- Attend regular staff meetings
- Attend meetings and in-service training sessions as funding is available and in consultation with the Executive Director, Assistant Director and Supervisor
- Complete other duties as assigned by Supervisor

**POSITION REQUIREMENTS:**

- Associate degree in human services, early childhood, elementary education and six months experience in case management; OR two years of experience in case management, customer relations, or general office experience
- Must complete the Eligibility Basics online course, CCUBS training, and any other training as identified by the Early Childhood Services Bureau within specified timeframes (training provided)
- Must be trained and knowledgeable in the National Association of the Education of Young children (NAEYC) Code of Ethical Conduct (training provided)
- Provide services to families in a professional manner that exudes positive customer service
- Ability to work with adults of all ages
- Ability to be flexible and problem solve
- Self-motivated and self-initiating
- Ability to work as a team member

**PHYSICAL DEMANDS:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in this environment is quiet to loud depending upon the activity in the particular part of the day.