Job Title: Child Care Eligibility Specialist

FLSA Status: Non-Exempt/FT

Department: Subsidy Dept.

Reports To: E-Child Care Supervisor

Company Overview:
If you are looking to join a social services organization where you can make an impact on the lives of children, then this position may be the right fit for you. Programs for Parents is a non-profit organization that works to ensure children get the best possible start in life. We do this by supporting children, families and child care providers in Essex County through advocacy and action, providing education and referrals, sharing best practices and helping families access available financial resources.

Essential Duties and Responsibilities:
The Subsidy Programs Department provides financial assistance to eligible parents, guardians and foster parents to reduce the burden of child care costs. As a Child Care Eligibility Specialist you will review applications in accordance with standard procedures outlined in the Subsidy Operations Manual to determine eligibility for all subsidized child care programs and provide information to families regarding quality child care options. Applications are distributed daily and expected to be completed and returned at the end of each work day. Specific duties include:

• Reviewing applications and calculating household income to determine program eligibility with a minimum 95% accuracy rate
• Communicating with families and providers in person, by phone and through written correspondence
• Informing program participants of child care options
• Explaining program requirements and procedures to families and child care providers
• Providing community referrals
• Linking participants to child care resources and referrals
• Assisting child care providers with payment and eligibility inquiries
• Entering data into internal and external databases
• Other duties as assigned to meet the needs of the department

Knowledge and Skills:
• Strong verbal and written communication skills
• Ability to communicate effectively with diverse populations
• Strong analytical skills and attention to detail
• Strong organizational skills
• Ability to multi-task in a fast-paced environment
• Ability to perform intermediate level math
• Ability to enter data with high degree of speed and accuracy
• Ability to meet productivity standards within established timelines
• Knowledge of Microsoft Office
Education and Experience:
- High school diploma required; associates degree preferred
- Experience in human services or child development industry (preferred)
- Bi-lingual (Spanish and/or Creole a plus)

How to Apply: Please submit your resume to bricks@programsforparents.org