

JOB DESCRIPTION

PROGRAM: Early Learning Resource Center (ELRC) Program
JOB TITLE: ELRC Eligibility/R&R Specialist
CLASSIFICATION: Program Specialist III-A
PAY GRADE: 9

JOB SUMMARY

This is public contact work in the day-to-day operations of the Early Learning Resource Center (ELRC) Program. The Eligibility Specialist/R&R Specialist is primarily responsible for the client referral and eligibility process; this is performed as a part of a complex computerized management information system providing the administrative framework for a county day care delivery system. The Eligibility Specialist/R&R Specialist performs program referrals to related social services and conducts necessary follow-up to facilitate the client eligibility process. The position also assists parents in locating and understanding the benefits of quality child care and early learning programs, maintains current provider data information, and performs online searches for parents. The Eligibility Specialist/R&R Specialist must educate parents regarding elements of quality child care, interpret the reported childcare needs of the parent, and supply parents with provider referrals based on the expressed needs. The position also works in an integrated and collaborative way both locally and statewide within the early learning service community to implement the CCW and Keystone STARS programs; facilitate community planning, support partnerships, and activities with early care and education providers, Certification Regional Offices, local School Districts, home visiting programs, and Local Education and Resource Network (“LEARN”), etc.

SUPERVISORY RELATIONSHIPS

REPORTS TO: ELRC Eligibility Manager

SUPERVISES: Not Applicable

MINIMUM QUALIFICATIONS

- Associate’s degree in a business administration or human service related field is preferred; a minimum of a high school diploma or GED, or any combination of education and experience sufficient to demonstrate possession of the required knowledge, skills, and abilities is required.

GENERAL QUALIFICATIONS

- Valid driver’s license and reliable daily transportation carrying adequate insurance;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and NSOR Clearance current within 90 days of employment; and a Motor Vehicle Record check;
- Mandated Reporters of Child Abuse training completed within 30 days of hire;
- Computer training and/or documented proficiency with popular word processing and database software; experience with and/or training in Microsoft Office products including Word, Access, and Excel is preferred;
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions including the ability to sit, stand, carry twenty pounds unassisted, have unrestricted use of the upper body, corrected or uncorrected hearing and vision within normal ranges;
- Flexibility to work altered and non-traditional work schedules, as assigned; and,
- Participation in job-related training, as assigned.

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SPECIFIC DUTIES

- ❖ Performs computer-generated referrals, eligibilities, and re-determinations based on state regulations regarding income, family size, and work or training status for day care clients in a county day care delivery system. These eligibility appointments may be scheduled during non-traditional hours;
- ❖ Performs initial client interviews as supervised;
- ❖ Educates families about all consumer choices relative to early care and education;
- ❖ Provides comprehensive and consistent communications, information, and Resources & Referral services regarding all OCDEL programs;
- ❖ Follows OCDEL policies and procedures as outlined in appropriate policy and procedures manual CCW;
- ❖ Maintains and processes eligibility forms for all subsidy (Low Income, Former TANF, and TANF) clients accurately and timely;
- ❖ Utilizes the correct regulations for all priority groups (TANF, Former TAND, and Special Needs) and processes those cases correctly;
- ❖ Determines that the parent/caretaker(s) is meeting the eligible definition of parent/caretaker;
- ❖ Determines that the parent/caretaker(s) resides in Pennsylvania and in the county of proposal;
- ❖ Determines that the parent/caretaker(s) meets the work/education/training requirement based on their documented circumstances and eligibility criteria;
- ❖ Determines that the child(ren) receiving child care is/are qualified based on the regulations for age and citizenship;
- ❖ Determines that the hours of care provided to the child(ren) are based on the parent/caretaker(s) work/education/training hours and their documented need for care;
- ❖ Utilizes the correct income calculations and determines eligibility correctly based on all the verification provided by the parent/caretaker;
- ❖ Determines that the household income meets the state's family gross income within specified Federal Poverty Income Guidelines ("FPIG");
- ❖ Determines the amount of subsidy payment authorized based on income, family size, and the Maximum Child Care Allowance ("MCCA") payment rate schedule and assesses the correct co-pay;
- ❖ Processes case actions for suspended and authorized cases within the timeframes established by OCDEL; documents any explanations clearly in case comments and have procedures in place to support these practices;
- ❖ Processes case actions for redeterminations within the timeframes established by OCDEL; documents any explanations clearly in case comments and have procedures in place to support these practices;
- ❖ Processes and manages information received in their inboxes and updates inboxes within the timeframe established by OCDEL; documents any explanations clearly in case comments and have procedures in place to support these practices;
- ❖ Enters data and maintains data management systems in a timely manner;
- ❖ Provides indicated follow-up with individual clients to facilitate obtaining or maintaining eligibility status. Such follow-up may relate to such issues as custody, child support, and training;
- ❖ Provides comprehensive information on all agency services, provides timely responses to all inquiries, and resolves complaints in a timely and professional manner;
- ❖ Follows established Department and agency procedures, as well as securing all necessary documentation;
- ❖ Engages in outreach in collaboration efforts that are received positively in the community;
- ❖ Makes family services available to the public and all families who may be eligible for services;

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- ❖ Enters or records client and provider data either to the computer system or manually;
- ❖ Assists ELRC Program Director or Eligibility Manager in producing necessary computer-generated logs, forms, and reports as required by the Department of Human Services and agency procedures;
- ❖ Assists in the scheduling of client eligibilities;
- ❖ Distributes information on the selection of quality child care based on the Department's requirements;
- ❖ As requested, assists ELRC Program Director or Eligibility Manager in the completion of program reports and monitoring functions;
- ❖ Maintains up-to-date familiarity with all pertinent regulations and policies;
- ❖ Participates in state workgroups, such as OCDEL Integration Efforts, Designator Reliability, SMART Database, Differentiated Designation, etc.;
- ❖ Answers phone inquiries and initial screenings as needed;
- ❖ Presents eligibility information on behalf of the ELRC Program during client appeals hearings;
- ❖ Submits a grievance procedure that is subject to review and approval by OCDEL;
- ❖ Makes recommendations and attends staff meetings and trainings;
- ❖ Participates in stakeholder meetings;
- ❖ Assists in the production and dissemination of Program informational material;
- ❖ Under supervision of Eligibility Manager, generates provider agreements for the unregulated provider population;
- ❖ Maintains an eighty percent (80%) satisfaction rate for questions pertaining to Staff interactions;
- ❖ Attends meetings, trainings, visits to providers or families, workshops, and conferences, as requested; and,
- ❖ Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Department of Human Service's delivery systems, multiple child care eligibility, and general day care service regulations;
 - OCDEL policies and procedures;
 - Local day care provider community, the Pennsylvania child day care delivery system, and related social service programs, including location, quality issues, services provided, and operating policies;
 - Department-provided software, including a clear understanding of the referral, eligibility, waiting list, and enrollment functions; and,
 - Basic office practices and procedures in recording, filing and retrieving information in a computerized management information system.
- ❖ Skill in the following:
 - Interviewing to gather records and analyze pertinent client information; and,
 - Using a keyboard to process information into electronic form;
- ❖ Ability to perform the following:
 - Organize and effectively provide services to large numbers of clients;
 - Address all related aspects of individual client situations that impact upon or change child day care eligibility, such as custody, child support, and training issues;
 - Enter data into program software systems and to produce reports requested or required;
 - Operate computer hardware, typewriter, calculator, copier and other office equipment with appropriate speed and efficiency;
 - Ability to interact effectively with people from varied social, economic and educational

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backgrounds;

- Ability to understand and follow oral and/or written instructions, some of which may include multi-faceted procedures, and to work independently of direct supervision;
- Ability to organize and prioritize work, and to develop effective work methods in an area which involves variable phases or different techniques and procedures;
- Ability to collect, organize and process information, as requested;
- Ability to proofread information for conformance with instructions or for compliance to specific administrative or procedural rules;
- Ability to establish and maintain effective working relationships with clients, providers, staff and the general public;
- Ability to maintain confidentiality of client records and in other aspects of job performance; and,
- Ability to assist clients in making informed consumer day care choices.