

JOB DESCRIPTION

PROGRAM: Early Learning Resource Center (ELRC)
JOB TITLE: ELRC Eligibility/R&R Specialist
PAY GRADE: 6

JOB SUMMARY

This is public contact work in the day-to-day operations of the Early Learning Resource Center (ELRC) Program. The Eligibility/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. 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/R&R Specialist must educate parents regarding elements of quality child care, interpret the reported child care needs of the parent, and supply parents with provider referrals based on the expressed needs. 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 Leadership Counsel.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable
REPORTS TO: ELRC Eligibility Manager

MINIMUM QUALIFICATIONS

- High school diploma or GED certificate; Associate degree in business administration or human service-related field preferred;
- Minimum of two years of experience with:
 - Using personal computer operating systems and hardware used in desktop, laptop, and networking environments such as monitors, mouse, keyboard, scanners, and printers; and,
 - Using a wide variety of desktop productivity tools including Microsoft: Access, Excel, Word, PowerPoint, Publisher, and Outlook;
- Strong communication skills including listening, understanding, informing, and speaking; amiable disposition and ability to remain professional when dealing with callers or visitors; and,
- Ability to navigate and maintain data in multiple complex proprietary data systems.

GENERAL REQUIREMENTS

- Valid driver's license and reliable daily transportation carrying adequate insurance;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- Recognizing and Reporting Child Abuse training completed within 30 days of hire;
- Clear speaking voice and the mental and physical ability to perform essential job functions with or without reasonable accommodations, including the ability to sit, stand, carry twenty pounds unassisted, have unrestricted use of the upper body, corrected or uncorrected hearing

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and vision within normal ranges;

- Flexibility to work altered and non-traditional work schedules, as assigned; and,
- Participation in job-related training, as assigned.

SPECIFIC DUTIES

- ❖ Performs computer-generated referrals, eligibilities, and re-determinations based on state child care subsidy regulations regarding income, family size, and work or training status for customers seeking assistance regarding child care in a regional child care delivery system;
- ❖ Performs initial client interviews as required;
- ❖ 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;
- ❖ Provides comprehensive and consistent communications, information, and Resources & Referral services regarding all resources available to families with children;
- ❖ Follows OCDEL policies and procedures as outlined in DHS Regulation, Policy, and Procedure manuals;
- ❖ Maintains and processes eligibility forms for all subsidy (Low Income, Former TANF, TANF, SNAP, and General Assistance) clients accurately and timely;
- ❖ Utilizes the correct regulations for all priority groups (Domestic Violence, Homeless, Head Start, Foster, Teen Parents, and Pre-k Counts) and processes those cases correctly;
- ❖ Determines that the parent/caretaker(s) is meeting the eligible definition of parent/caretaker, resides in Pennsylvania, and in the county of application, and 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") or State Median Income (SMI");
- ❖ Determines the co-pay amount using the family size and calculated income;
- ❖ Determines amount of subsidy payment authorized based on income, family size, and Maximum Child Care Allowance ("MCCA") payment rate schedule;
- ❖ Processes case actions for suspended and authorized cases and 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 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;

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- ❖ Makes family services available to the public and all families who may be eligible for services;
- ❖ Makes all resource and referral service available to all customers regardless of CCW eligibility;
- ❖ Manage Eligibility data in ClientTrack;
- ❖ Utilize ClientTrack to produce individualized Resource and Referral services;
- ❖ Up load electronic file in PELICAN;
- ❖ Enters or records client and provider data into existing data management system or in the case of system failure, manually record data;
- ❖ Assists ELRC Program Director and/or Eligibility Manager in producing necessary computer-generated logs, forms, and reports as required by the Department of Human Services and agency procedures;
- ❖ Distributes information on the selection of quality child care based on the Department's requirements;
- ❖ As requested, assists ELRC Program Director and/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, as requested;
- ❖ 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;
- ❖ Attends meetings, trainings, 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 web-based data management systems and to produce reports requested or

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required;

- Operate computer hardware, typewriter, calculator, copier, and other office equipment with appropriate speed and efficiency;
- Interact effectively with people from varied social, economic, and educational backgrounds;
- Understand and follow oral and/or written instructions, some of which may include multi-faceted procedures and work independently of direct supervision;
- Organize and prioritize work and develop effective work methods in an area which involves variable phases or different techniques and procedures;
- Collect, organize, and process information, as requested;
- Proofread information for conformance with instructions or for compliance to specific administrative or procedural rules;
- Establish and maintain effective working relationships with clients, providers, staff, and the general public;
- Assist clients in making informed consumer day care choices; and,
- Maintain confidentiality of client records and in other aspects of job performance.