



JOB ANNOUNCEMENT

TITLE: Family Eligibility Coordinator-Bilingual Spanish

REPORTS TO: Program Manager-Family Eligibility

DEPARTMENT: Family Support Services

CLASSIFICATION: Non-Exempt

HOURS: 40 hrs/week, 8:30AM to 5:00PM Mon-Fri, with some evening and weekend shifts as needed.

PRINCIPLE RESPONSIBILITIES: Under the direction of the Program Manager-Family Eligibility, responsible and accountable for significant portions of the 4Cs Alternative Payment Program.

PRIMARY DUTIES:

- **Certify eligibility and need of clients (45%):** Conduct certification and re-certification meetings with new and existing parent participants in accordance with California state regulations, funding terms and conditions, external audit standards and 4Cs policies and procedures. Submit all completed family case files to Family Eligibility Manager for approval of authorized care. Provide excellent customer service, technical assistance or referral service (including periodic telephone shifts) to parents who have questions about their case files, the AP program, payments to their providers or any other general parenting or child care issues in accordance with APP Eligibility Team performance standards.
- **Update and maintain client data files (45%):** Update and maintain family case files in accordance with California state regulations, Funding Terms and Conditions, External Audit requirements and 4Cs policies or procedures. Submit proposed termination or termination reversal Notices of Action to manager or designee for prior approval. Maintain an annual error rate in family case files in accordance with APP Eligibility Team performance standards.
- **Review attendance forms (10%)** Review monthly attendance form submissions returned by Accounts Payable team and take appropriate corrective action to facilitate payment calculation and update parent need or eligibility status in accordance with California state regulations, Funding Terms and Conditions, external auditor requirements and 4Cs policies or procedures. Maintain an attendance form corrective action error rate in accordance with APP Eligibility Team performance standards. Work closely with Accounts Payable team to

ensure swift, efficient and consistent provider contracting and provider payment processing in accordance with California state regulations, Funding Terms and Conditions, external auditor requirements and 4Cs policies and procedures.

- **Overall:** Maintain thorough and accurate records, files, correspondence and statistics in both written form and via data entry in computer databases to fully document services; Take initiative to continually expand and improve understanding and keep current on all program requirements; Propose solutions to problems and discuss with supervisor to implement changes as directed; Follow the 4Cs employment handbook and union contracts; Foster collaborative efforts within the department and enthusiastically carry out overall agency goals and mission.
- **Other miscellaneous duties as assigned.**

DELIVERABLES:

- Annual success rate for family data files in accordance with APP Eligibility team performance standards.
- Timely and accurate maintenance of family data files in accordance with APP Eligibility team performance standards.
- Completed attendance form reviews and appropriate action taken within 1 business day of receipt
- Timely processing of software-generated client alerts with appropriate action taken
- Excellent customer service to all 4Cs clients

RELATIONSHIPS:

- Maintain professional and friendly rapport with client families and their child care providers. Use good judgment and discretion when discussing performance, case particulars, or helping to resolve conflict.
- Maintain professional and open communication with APP Eligibility Manager, 4Cs management team and other 4Cs staff
- Maintain professional and constructive collaborative relations with representatives of CDE and other funding agencies; partner agencies and associations; members of the local community; and consultants or service vendors.
- Maintain confidentiality of case files, performance data, and 4Cs internal discussions and internal operations.

NUMBER OF EMPLOYEES SUPERVISED:

Directly: 0 Indirectly: 0

MINIMUM QUALIFICATIONS:

- Bilingual Spanish written and oral skills required

- AA degree or equivalent in business, human services management, or related field
- 2 to 3 years related experience in social service eligibility, program application processing or related customer service field
- Strong time management and organizational skills
- Knowledge of MS Office Suite, include Word, Excel, PowerPoint and Outlook. Experience maintaining database files.
- Good judgment
- Attention to detail

SPECIAL QUALIFICATIONS:

- Experience in the child care subsidy field, administration, case management or provider contracting and payment preferred.
- Knowledge of Child Development Service or Employment regulations and policies preferred

SOME OF THE ESSENTIAL PHYSICAL REQUIREMENTS:

- Sitting at a desk, typing, using a mouse and talking on the phone 70% of the time
- Filing and document handling
- Lifting up to 20 pounds, pulling and stretching.
- Local travel for meetings or assignments may be required from time to time

Job Type: Full-time

Required experience:

- 2 to 3 years related experience in social service eligibility, program application processing or re: 2 years

Required education:

- Associate

Required language:

- Spanish