



Child Care Coordinating Council, Inc. of San Mateo County

JOB DESCRIPTION

Job Title: Bilingual Family Eligibility Coordinator
Program: Child Care Subsidy Programs
Reports To: Family Eligibility Program Manager
Classification: Non-Exempt
Hours: 40 hrs/week, (occasional evening and weekend hours as needed)

About the Principal Responsibilities:

Under the direction of the Program Manager, the Bilingual Family Eligibility Coordinator will enroll families into the program and determine initial and continued eligibility of families to receive subsidized child care services. The Bilingual Family Eligibility Coordinator will provide information to parents and the community about the program through technical assistance and outreach.

PRIMARY DUTIES:

Enrollment of Clients: 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.

Eligibility and File Maintenance: 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: 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



Child Care Coordinating Council, Inc of San Mateo County

DELIVERABLES:

- Achieve and maintain a case file review success rate at or above 90%
- 100% of family files submitted for approval to Program Manager within 48 hours upon certification/recertification and within 2 weeks of denial review
- Timely and accurate processing of attendance forms and maintenance of family data files
- 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 case particulars or helping to resolve conflict.
- Share information, collaborate and coordinate activities with appropriate 4Cs staff
- Develop and 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 related to family case files and 4Cs operations
- Maintain open communication with Program Manager and other 4Cs staff

NUMBER OF EMPLOYEES SUPERVISED:

Directly: 0 Indirectly: 0

MINIMUM QUALIFICATIONS:

- AA Degree or equivalent in Business, Human Services or related field
- 3 to 5 years' experience in social service eligibility, program application processing or related customer service field
- Bilingual Spanish written and oral skills required
- Effective oral and written communication and customer service skills
- Demonstrated ability to work collaboratively with coworkers and community partners
- Strong organizational skills: ability to prioritize tasks and handle multiple responsibilities
- Demonstrated ability to work with a diverse population
- High Integrity; ability to audit/monitor internal controls
- Strong problem solving, analytical, and decision-making skills

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:

- Typing on a computer and mouse 80% of the time
- Sitting at a desk 80% of the time
- Standing while facilitating presentations
- Talking on the phone
- Filing and document handling
- Lifting boxes up to 20 pounds
- Local travel for meetings or assignments