



Thrive Alaska Head Start Birth to Five Job Description

Title: Eligibility Specialist
Status: Full time, 52 weeks @ 40 hrs
non- exempt from overtime
Reports To: Child Care Assistance Director
Wage: \$16.16 - \$19.84 hr

Position Summary:

Promote the child care assistance mission – Access to affordable and safe child care is a critical support to families seeking employment, working and/or participating in educational opportunities in order to increase their employability and ultimately achieve self-sufficiency.

This position is responsible for direct case management of child care assistance families including initial applications, financial determinations, maintenance of records, completion of monthly billing and assisting families on available community resources and appropriate referrals.

Knowledge, Skills, and Abilities Required:

EDUCATION & EXPERIENCE

1. High school diploma or general education degree (GED)
2. 3 years human services program experience required or equivalent combination of education and experience.
3. 1 year experience working with regulations, statutes, using criteria/guidelines, collections/investigations or claims, etc.
4. Valid Alaska driver's license with clean driving record required

SKILLS & ABILITIES

1. Excellent communications skills, especially good listening & writing skills.
2. Demonstrated experience in interviewing and working with parents, providers, and a diversified public in professional, tactful manner under oftentimes stressful situations.
3. Demonstrated ability to interpret and apply program rules, regulations, policies and procedures, while making initial and continuing eligibility determinations, within strict time frames.
4. Demonstrated proficiency in PC usage. Experience with MS Excel and Word.
5. Demonstrated ability to learn a custom database.
6. Demonstrated ability to analyze and evaluate oral and written documentation and verification, reason logically, perform accurate mathematical conclusions and formulate logical conclusions.
7. Demonstrated ability to organize work and time; establish priorities; work under pressure, and meet deadlines.

8. Possess excellent written and oral communication skills. Able to speak effectively in group and individual settings. Able to prepare and present information in a professional manner.

Principal Duties and Responsibilities:

CHILD AND FAMILY SERVICES

1. Communicate with children and family members, community members and providers with respect and honor.
2. Practice family centered and relationship based philosophy.
3. Demonstrated ability to deal with families facing crisis or difficult situations with tact and understanding.
4. Demonstrated ability to listen and effectively communicate program information and requirements.
5. Provide support to families and notify of responsibilities as needed.
6. Interview parents to determine eligibility based on state and federal requirements for child care assistance.
7. Interpret and explain requirements and regulation governing eligibility and program functioning to parents, providers and the general public.
8. Review and evaluate personal and financial data using state policy and accounting practices to determine initial and continuing eligibility.
9. Apply knowledge and prudent judgment to varying household circumstances.
10. Authorize, deny or terminate eligibility for child care assistance and/or revise authorization agreements; create and maintain wait lists when program funds are not available. Maintain a high accuracy rate in eligibility determinations and assistance authorizations within strict timeframes. Document rationale for decisions and actions taken.
11. Complete re-determinations of eligibility in a timely manner and in accordance with CCA regulations.

PROGRAM DESIGN & MANAGEMENT

1. Assist with developing internal policies, procedures, and forms.
2. Maintain parent and provider files according to state and federal regulations and policies. This includes both hard copy and database files.
3. Maintain waiting list applications and update as necessary to reflect current and accurate information.
4. Maintain database and case records accurately.
5. Participate during program self-assessment and evaluation processes.
6. Participate during Thrivalaska community assessment activities.
7. Support, implement, and participate in program goal setting process to include strategic planning.
8. Comply with GAAP, all Thrivalaska policies, procedures and guidelines, State Licensing Regulations, DPA policies/procedures, OMB circulars A-110, A-122, and A-133.
9. General office duties may include typing, correspondence, record keeping, filing, copying, faxing, and reporting on projects.
10. Assist with monthly, quarterly, and annual program and state reports.

BUDGET & FISCAL

1. Process billings to pay providers for pre-authorized child care services and appropriate follow-up where billings do not match authorized assistance.
2. Assist providers with billing questions.
3. Continually seek out and process in-kind opportunities to include services and supplies.
4. Follow procurement and accounting procedures.
5. Actively seek out ways to reduce program costs whenever possible.
6. Report all suspected fraud activities.
7. Maintain an effective filing system for all accounting records including source documentation, in-kind reporting and cost allocation.
8. Ensure compliance with all State and Federal regulations

SUPERVISION & TRAINING

1. Participate in developing and accomplishing staff development goals.
2. Work harmoniously with staff, providers, program participants, granting agencies, and the general public.
3. Participate and collaborate on committees and work teams.
4. Evaluate and reflect on the effectiveness of your work on a regular basis.
5. Deal tactfully and courteously with complaints, while following complaint procedures.
6. Meet and actively pursue the minimum yearly training required for your position.
7. Train providers on child care assistance program regulations, billing procedures, payment agreements and termination of services. Promote good communications between providers and parents.
8. Support program director in attainment of program goals and mission.

COMMUNITY PARTNERSHIPS

1. Promote positive communication and working relationships with providers, families, funding agencies and community partners.
2. Ensure CCA has a visible and effective public image by the regular use of marketing, speaking engagements and presence at appropriate community functions.
3. Remain alert to potential issues and opportunities that may affect CCA and ensure proactive positions are taken.
4. Enthusiastically promote all Thrivalaska programs.
5. Work to satisfactorily resolve parent, provider, staff or community complaints.

PROGRAM GOVERNANCE

1. Support and provide assistance for the work of the Board of Directors, Policy Council and advisory groups.
2. Provide child care, meals and transportation for Board of Director and when appropriate Policy Council and advisory group meetings.
3. Follow the chain of communication.

PROFESSIONAL INTEGRITY & WORK HABITS

1. Support the mission and goals.
2. Promotes teamwork concept in relationship and strength based organization.
3. Promotes a positive wok environment.
4. Project professionalism in conducting daily activities.

5. Provides outstanding customer care to staff and community partners in a positive professional manner.
6. Flexible, adaptable and able to adjust to a variety of change and situations.
7. Follows all guidelines and procedures on confidentiality.
8. Observes good housekeeping and safety practices, maintains cleanliness and orderliness.
9. Can be relied on regarding task completion and follow up.
10. Uses logical and sound judgment, applies common sense.
11. Makes timely decisions and maintains composure under trying circumstances.
12. Enhances job growth through continuing education, as required or necessary.
13. Promotes quality, accuracy, timeliness, reliability and thoroughness of work performed.
14. Is punctual and reliable.

Physical Requirements & Working Conditions:

WORK LOCATION

1. 1949 Gillam way in Fairbanks
2. Primarily in office setting
3. Early childhood programs throughout service area, public venues and businesses, local and rural communities

WORKING CONDITIONS

1. Thrivalaska is a drug, alcohol and tobacco free workplace
2. Some exposure to communicable diseases
3. Noise level in work environment may be moderate to loud
4. Must be available for a variety of evening/weekend meetings and social events
5. Travel by car, bus, airplane or train may also be required as associated with attendance at conferences or meetings. Some out of state and overnight travel may be required.

PHYSICAL REQUIREMENTS

1. Review and sign the Thrivalaska Physical Job Description upon hire and annually

EQUIPMENT USED

1. Copy machine
2. Calculator
3. Telephone
4. Computer
5. Fax machine
6. Vehicles

Acknowledgment:

This job description describes the general nature and level of work performed by the employee hired for this position. The employee may be required to perform other job-related duties as requested. It is intended as a "living document" updated periodically to reflect changes in job responsibilities. All requirements are subject to change over time and to possible modifications to reasonably accommodate individuals with a disability. It is not intended or implied to be an employment contract but is a communication tool to

explain the responsibilities, advertise the job, and identify performance measures and potential training needs.

Employee Signature

Date

Printed Name