

JOB DESCRIPTION

JOB TITLE: Eligibility Specialist	DEPARTMENT: Child Care Assistance Program
CLASSIFICATION: Hourly	REPORTS TO: CCAP Supervisor

POSITION SUMMARY:

The Eligibility Specialist is responsible for implementing the Child Care Assistance Program according to policies of Division of Child Care and Child Care Council of Kentucky.

ESSENTIAL DUTIES and RESPONSIBILITIES include the following. Other duties may be assigned to meet business needs.

1. Knowledge and ability to implement Child Care Assistance Program in accordance with policies and contract (KAR:2160).
2. Maintains confidentiality of information at all times per CCC and CCAP policy.
3. Excellent knowledge of computers (including typing skills), communication and organizational skills.
4. Act as a point of contact for the Child Care Council providing good customer service (professional and courteous).
5. Maintains a telephone log of all client and provider calls.
6. Conducts intake and redetermination interviews with clients within timeframe set forth by the contract.
7. Maintain daily case work and workbasket per CCC and CCAP policy.
8. Completes corrections of file reviews according to CCC policies.
9. Possess the ability to explain and enforce CCAP policies and procedures.
10. Ability to work under pressure in an intense environment.
11. Advise families of their rights, responsibilities, and available resources per contract.
12. Report suspected fraud to Claims Department within timeframes dictated by policy.
13. Completes all required paperwork of clients within timeframes and according to regulations and CCC policies.
14. Provides quality child care/consumer education information and referral information to clients.
15. Prepares and compile statistical and narrative reports monthly
16. Possesses the ability to follow verbal and written communications from management staff.
17. Possess the ability to make independent decisions utilizing good judgment.
18. Possess the ability to type accurately.
19. Possess the ability to adapt to change/new policies.

20. Exhibits friendliness, respect, professionalism and flexibility in relationships with clients, CCC staff, and collaborating agencies.
21. Attend professional development trainings as deemed necessary.
22. Possess excellent organizational skills (the ability to organize and manage multiple priorities).
23. Ability to keep abreast of all changing CCAP policies and procedures.
24. Any other duties as assigned.

In addition to the above the Eligibility Specialist must possess the ability to become familiar with all aspects of the Child Care Council of Kentucky and have the ability to take on other responsibilities as assigned.

OTHER DUTIES:

1. Must be willing to travel to other counties and use own car as transportation.
2. Must be willing to work non-traditional hours as needed
3. Possess good grammar and voice.
4. Possess the ability to handle customers in a calm, professional, friendly and patient manner.

EDUCATIONAL REQUIREMENTS:

A Bachelor's Degree in Family Studies, Early Childhood Education, Social Work or a related field. Work experience may be considered in lieu of degree.

ADDITIONAL REQUIREMENTS:

Valid driver's license and reliable transportation.
Must pass a Criminal Records Check

SKILLS:

1. Excellent communication skills
3. Detailed organizational skills and attention to detail
4. Ability to work as part of a team
5. Professional and courteous
6. Ability to accept constructive criticism

TYPICAL PHYSICAL DEMANDS:

Medium work

EXPOSURES: Non- hazardous

EQUIPMENT TO BE USED:

1. Computer
2. Multi-line phone
3. Fax
4. Copier/Scanner
5. Calculator