

***Young Women's Christian Association
Greater Pittsburgh***

JOB DESCRIPTION

JOB TITLE:	Eligibility Coordinator		
Reports to:	Supervisor of Eligibility Coordinators		
FLSA Classification/Job Grade:	Non-exempt	Grade: 5	Typical Hiring Range: \$11.56 - \$14.81/ hr
Department:	Child Care Partnerships – Child Care Information Systems (CCIS)		

JOB SUMMARY:

This position requires the Eligibility Coordinator to use knowledge of CCIS/DPW applicable regulations, rules and procedures appropriately. Must have good judgment/analytical skills regarding eligibility determination for state subsidy while supporting and integrating with all CCIS units. Maintain professional communication with the private and professional community and DPW/CAO staff.

MINIMUM QUALIFICATIONS:

Associates, Business or Technical Degree with two (2) years of relevant experience OR High School Diploma with three (3) years of relevant experience.

KNOWLEDGE AND SKILLS:

Requires data entry skills along with the ability to communicate effectively with a diverse clientele. High level of organizational and customer service skills required. Ability to positively and professionally interact with persons of low-income and socio-economic backgrounds is required. Working knowledge of basic mathematic concepts and knowledge of child care system is helpful.

ESSENTIAL RESPONSIBILITIES:

- Interviews and counsels clients for the purpose of obtaining, recording, evaluating and determining eligibility.
- Plans, organizes, processes and manages caseloads to ensure timely eligibility determination and ongoing case management within DPW regulated timeframes.
- Prepares and submits documentation to support the CCIS in fair Hearings and Appeals cases and OIG referrals as well as attends any hearings as a result of these actions
- Meets high performance standards to compile data as prescribed by the Pennsylvania Department of Public Welfare while maintaining the ability to aid clients to receive subsidy.
- Responsible for the maintenance of the County Information Systems (CIS) Inbox and Update Inboxes and communication with County Assistance Office (CAO) workers.
- Counsels clients of their rights and responsibilities as recipients of subsidized child care benefits through individual conferencing, phone communication and by written correspondence
- Maintains a comprehensive understanding of current DPW eligibility regulations and determine applicability to individual cases in concert with all other client data.
- Communicates effectively with outside agencies, including other CCISs, CAO offices, EARN centers and child care providers.
- Utilizes web-based databases including PELICAN and CIS to store/review client data and determine client eligibility.
- Consistently interacts objectively/professionally with staff/clients/providers/and DPW maintaining high levels of internal and external satisfaction.

- May require travel for meetings, agency trainings and other miscellaneous work assignments within or outside of Allegheny County.
- Maintains high levels of confidentiality when working with sensitive and personal client, vendor, employee and contract information.
- Will work in conjunction with co-workers and management to achieve Affirmative Action goals.
- Displays consistent professionalism and courtesy when interacting with internal and external customers.
- Promotes and supports the mission, imperative, values and goals of the YWCA and DPW maintaining high performance standards.
- Participates in YWCA and DPW professional development opportunities successfully implementing new skills, knowledge and procedures.
- Performs other such duties as may be assigned within the scope of the Child Care Partnerships Department.

EFFECTIVE DATE: 4/1/09

Signature

Date