

Early Head Start-Child Care Partnership Eligibility Clerk

Status: Hourly, Non-Exempt
Reports To: EHS-CCP Eligibility/Data Coordinator
Position: Full-time
Salary: DOE

Description:

As part of the eligibility and enrollment team, the Eligibility Clerk recruits and enrolls families into Early Head Start-Child Care Partnership (EHS-CCP) and the California General Child Care (CCTR) Program. The Eligibility Clerk also performs data entry duties into specified data bases from the collection of information from parents, staff, teachers, coordinators, etc. Such data includes and is not limited to program eligibility enrollment, services and recruitment. The Eligibility Clerk also assists with basic office duties in the EHS CCP administration office, including maintenance of records, research, compiling reports, and projects as assigned. Operates general office equipment.

Responsibilities include:

- Responsible for planning and participating in recruitment activities and events throughout the year.
- Answers phones and responds to clients, staff and community inquiries in a professional, friendly and supportive manner
- Conducts intake and pre-application over the phone and in person with families interested in the EHS-CCP program. Assist families with completion of the application and other forms related to eligibility and enrollment.
- Supports parents obtaining employment verifications or other records necessary to determine eligibility into the Child Care and Early Head Start-Child Care Partnership program
- Enters family/child information, including application, eligibility, enrollment, attendance, health, immunizations, education, and family services into the designated databases with accuracy, in a timely manner and in accordance with agency procedures
- Provides excellent customer service
- Works with Family Advocates to help families understand the enrollment, eligibility and need requirements, including the family fee process.
- Completes enrollments for families who are determined eligible for the State General Child Care Program and the Early Head Start-Child Care Partnership program. Enters enrollment information and prepares family/child eligibility files. Disburses the program information gathered during enrollment to the appropriate staff, sites and Family Child Care Providers.
- Works with families and Family Advocates to ensure any and all changes that may impact the eligibility of the subsidized state child care program are completed within stipulated timelines in order to allow the family to continue to receive state subsidized child care services, if eligible. This includes communicating with Family Advocates, Parents and or Providers to obtain the necessary documents and provide notification of changes.
- Assists the Eligibility and Eligibility Coordinator with File and Data base audits.
- Works with families and Family Advocates in the process of transferring children within the different sites as the need arises.
- Will be responsible for maintaining and updating eligibility files as appropriate.
- Assists with filing.

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- Tracks recertification due dates for all families assigned to his/her caseload. Communicates with the assigned Family Advocate to coordinate completion of re-certifications in a timely manner.
- Will ensure completion of all family changes and assure updated Notices of Action are issued as family changes occur and/or are notified by the family Advocate.
- Will assist to prepare and submit requested Child Plus and NoHo reports.
- Will be responsible for composing purchasing lists, letters, agendas, minutes and memos and securing appropriate approvals before mailing official correspondence.
- Will participate and complete any trainings required by the department.
- Works with the Eligibility Data Coordinator to ensure proper monitoring and updating waiting lists for the State General Child Care Program and the Early Head Start-Child Care Partnership Program utilizing agency policies and procedures.
- Other duties as assigned.

Education & Qualifications:

The successful candidate must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and ability required.

- High School diploma or GED.
- Minimum two years of office experience.
- Must have knowledge of Microsoft Office and Child Plus data base and the ability to learn other program specific software.
- Excellent communication and phone skills.
- Able to perform duties without direct supervision.

ADDITIONAL REQUIREMENTS:

The successful candidate will have the ability to perform the following functions with or without reasonable accommodations:

- Successful completion of pre-employment Physical exam and TB Clearance.
- Successful completion of background check including DOJ, FBI, CACI and Sexual Abuse Registry.
- Current certification in CPR and First Aid.
- Adherence to the Confidentiality Agreement.
- Adherence to the Child Abuse Reporting Mandate.
- Duties performed at one and/or multiple centers.
- May need to work a flexible schedule, as work will be required during evening and weekend hours.
- Valid California Driver's license, good driving record (DMV check will be conducted); and proof of automobile insurance as driving a vehicle to attend certain meetings is required.
- While performing the duties of this job, the employee is regularly required to change position; to sit, stand, walk, climb or balance; to stoop, kneel, crouch or crawl; to bend, twist and reach with hands and arms.
- Lift and/or move up to 45 pounds.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, sexual orientation, gender identity, disability, protected veteran status or other protected status. EEOE/M/F/Vet/Disabled

How to Apply: Please email a cover letter and resume to resumes@plazacs.org