

**MIDWESTERN INTERMEDIATE UNIT IV**

**TITLE:** Coordinator of Eligibility-  
Child Care Information Services

**DATE:** May 21, 2003  
**REVISED:** August 13, 2014

**REPORTS TO:** Director of Child Care  
Information Services

**APPROVED BY:** Board of Directors

**JOB SUMMARY:** Assist the Director of Child Care Information Services in ensuring compliance with Department of Public Welfare (DPW) eligibility procedures, monitoring and training eligibility support staff.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

1. Process all new low-income or former Temporary Assistance for Needy Families (TANF) applications.
2. Facilitate client contact during the entire eligibility process.
3. Issue client correspondence.
4. Assign caseloads as appropriate.
5. Review any eligibility concern of staff/clients.
6. Perform case reviews to assure accuracy and compliance of Department of Public Welfare (DPW) prescribed timelines.
7. Report to Director of Child Care Information Services any concerns with staff procedures or abilities regarding determining and maintaining client eligibility per Department of Public Welfare (DPW) standards.
8. Authorize redetermination finalization (continued eligibility determination.)
9. Train and provide close supervision of new eligibility staff.
10. Act as trainer of new regulations or office procedures for current eligibility staff.
11. Serve as provider contact for questions regarding client eligibility.
12. Serve as contact for Child Care Information Services business partners for the purpose of determining and maintaining eligibility.
13. Assist in maintaining Department of Public Welfare (DPW) timelines during the absence of Liaison (Eligibility).
14. Act as the County Assistance Office (CAO) point of contact in the absence of the Child Care Information Services Director.
15. Perform client face-to-face interviews in the absence of the Outreach Coordinator.
16. Attend trainings.
17. Maintain training materials and manuals.

18. Know and interpret regulations. (Office of Child Development and Early Learning)
19. Perform other duties as assigned by the Director of Child Care Information Services.

**QUALIFICATIONS:**

- Experience in a public service agency required
- Excellent written communication, personal presentation and organizational skills required
- Bachelor's degree necessary.
- Experience in a detail-oriented, organizational activity helpful
- Knowledgeable in computer/web based applications
- Must have valid driver's license
- Submission of pre-employment medical examination (Section 1418 of the Pennsylvania School Code)
- Submission of a report of criminal history record from the Pennsylvania State Police (Section 111 of the Pennsylvania School Code)
- Submission of a clearance report from the Pennsylvania Department of Public Welfare in accordance with Act 151 of 1994
- Submission of Federal Criminal History Report in accordance with Act 114 of 2006
- Submission of Arrest/Conviction Report and Certification Form per Act 24 of 2011
- Such alternatives to the above qualifications as the Board of Directors may find appropriate and acceptable

**PHYSICAL DEMANDS:**

- Ability to reach above and below the waist
- Ability to use fingers to pick, feel and grasp objects
- Some stooping, kneeling, bending and twisting of the body required
- Ability to lift and/or carry supplies and/or papers weighing no more than 50 lbs.
- Ability to mostly sit with some walking and standing or moving throughout the work environment

**SENSORY ABILITIES:**

- Visual acuity
- Auditory acuity

**WORK ENVIRONMENT:**

- Typical office environment
- Subject to inside environmental conditions

**TEMPERAMENT:**

- Must possess excellent interpersonal skills
- Must be able to work in an environment with frequent interruptions
- Able to make judgments and work under high level of stress

**COGNITIVE ABILITY:**

- Ability to communicate effectively
- Ability to organize tasks
- Ability to handle multiple tasks
- Ability to exercise good judgment

**SPECIFIC SKILLS:**

- Must possess computer skills
- Ability to operate various technology equipment
- Ability to operate various office equipment
- Must appropriately handle confidential information

*(Reasonable accommodations may be made to enable a qualified individual with a disability or disabilities to perform the primary duties and responsibilities of the job.)*