MIDWESTERN INTERMEDIATE UNIT IV

TITLE: Liaison DATE: December 1, 2006
REVISED: August 13, 2014

REPORTS TO: Director of Child Care APPROVED BY: Board of Directors

Information Services

JOB SUMMARY: Determine and maintain Temporary Assistance for Needy Families

(TANF) and low income client eligibility for the subsidized

child day care program.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Process client redeterminations, assign appropriate co-pay and issue client correspondence upon Eligibility Coordinator authorization.

- 2. Process client changes upon notification from client via phone/FAX/United States Postal Service and issue client relating correspondence.
- 3. Set and follow up on user issued Tracking Dates for the purpose of maintaining client eligibility.
- 4. Process all alerts assigned to caseload appropriately and in a timely manner.
- 5. Maintain client files.
- 6. Distribute client files to appropriate staff in order to perform necessary action.
- 7. Perform all data entry in applicable systems.
- 8. Communicate with all clients regarding interpretation/implementation of regulation and correspondence in regard to program and case detail.
- 9. Perform other duties as assigned by the Child Care Information Services Director.

QUALIFICATIONS:

- Experience in customer service, public relations, and/or communications required
- High School diploma or equivalent required
- Excellent public speaking skills required
- Knowledge of Title 20 Daycare Subsidy Program
- Submission of pre-employment medical examination (Section 148 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:

• 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.)