



Job Title: Eligibility Specialist
Department: CalWORKs Program /Subsidy Programs
Reports To: CalWORKs Program Manager
FLSA Status: Non-Exempt
Prepared Date: September 2018

Primary Purpose of the Job

Meets and interviews clients to determine eligibility in the CalWORKs and/or the California Alternative Payment Program (CAPP) Child Care Program. Gathers and verifies information. Assists clients with completion of application forms for government eligibility.

Essential Duties

- Interview, enroll, and certify families for CalWORKs and/or CAPP Child Care Program
- Interview scheduled and drop-in appointments/complete necessary re-certifications
- Perform new intake orientation presentations as needed
- Conduct group intake appointments as needed
- Respond to and resolve parent and provider issues
- Maintain and update family, child and program files
- Provide quality customer service for internal and external agency customers
- Input data into the computer system in an accurate and timely manner
- Respond to requests for information from the public
- Travel to co-locations and satellite CCL offices as needed
- Attend all training/technical assistance workshops
- Attend all staff meetings
- Other duties as assigned

Required Knowledge, Skills and Abilities

- High school diploma or equivalent
- Experience in a human services agency or equivalent educational degree
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Experience using Microsoft Office software
- Knowledge of all aspects of business office procedures
- Ability to communicate effectively both orally and in writing

- Ability to develop and maintain good working relationships with diverse groups of people
- Basic math skills
- Strong organizational skills
- Ability to appear for work on time
- Ability to follow directions
- Ability to understand and follow posted work rules and procedures

Preferred Knowledge, Skills and Abilities

- BA/BS with major coursework in social services/human development or related field
- Bilingual
- Experience in the delivery of services to a diverse population
- Previous experience working for a non-profit

Physical Requirements

- Ability to sit at a desk, conference table or in meeting rooms of various configurations for extended amounts of time
- Ability to stand for extended amounts of time
- Manual dexterity to use a telephone and computer
- Facility to hear and understand speech at normal room levels, and to hear and understand speech on the telephone
- Facility to speak in audible tones so that others may understand clearly in normal conversations and over the telephone
- Physical agility to lift and carry up to 20 pounds and to bend, stoop, walk and reach overhead
- Physical agility to push/pull, squat, twist and turn
- Mental acuity to perform the essential functions of this position in an accurate and timely fashion; to make good judgments and decisions; and to evaluate the results of decisions and judgments

Note: *This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary in accordance with the requirements of the job. Child Care Links adheres to the provisions of ADA regarding reasonable accommodation procedures.*

How to Apply: Please send, email or fax a resume with cover letter which described how you feel you are qualified for this position to Child Care Links, Attention: HR at the address below or submit online to jobbank@childcarelinks.org.