

Our Mission: To Inspire Children, Empower Families and Build Stronger Communities

## FAMILY ELIGIBILITY & NEED SPECIALIST

**POSITION SUMMARY:** Under the supervision of the Director of Enrollment, the Family Eligibility & Need Specialist ensures compliance for all Kidango program enrollments including operational procedures, processes, policies, state and federal regulations. Partners with Kidango Center Directors, Early Head Start/Head Start Family Advocates and other Family Eligibility & Need Specialists and AP programs to maintain enrollment and compliance. Intake, assessing, planning, implementing, monitoring and evaluating to meet the families' needs and continuity of services.

### POSITION OVERVIEW:

- Employment Type: Full-Time/Exempt
- Salary:
- Location: Varies throughout service area
- Job Category: Administration
- Reports to: Director of Enrollment
- Supervises: None

### PRIMARY RESPONSIBILITIES:

- Comprehensive experience and a thorough knowledge of the State and Federal programs, policies, procedures, rules and regulations related to subsidized and Head Start child care services.
- Assess full day and part day needs of families in areas of responsibility.
- Analyze data to certify families as eligible for state and federal subsidy programs as applicable.
- Schedule and complete enrollment documentation with private pay and subsidy families.
- Maintain confidentiality of children, families and staff information.
- Maintain continuing eligibility of subsidy families through recertifications.
- Implement plan with families for current and future eligibility & need.
- Project and plan child movement due to aging up for continuity of services.
- Monitor and evaluate family eligibility & need on a daily basis to assist families with continuing services.
- Monitor intake of children based on all variables.
- Refer families to internal and external resources based on family need and observation.
- Recognizes potential issues in areas of responsibility and resolves proactively.
- Completes special projects as assigned within designated time frames
- Member of strike team to lead mass enrollments.
- Certify families for the federal meal program.
- Assist in preparation of Contract Monitor Reviews and other audits.
- Attend training as necessary including, but not limited to contact with state consultants, conferences and seminars.
- Work as a member of the agency team by promoting the mission and philosophy of the organization.
- Interact with a diverse group of clients and present yourself in a professional image as a representative of Kidango.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- All other duties as assigned by the Director of Enrollment.

### POSITION QUALIFICATIONS/REQUIREMENTS:

- AA required or 2 year's equivalent experience.
- Solid organizational and time management skills. Detail oriented.
- Strong verbal and written communication skills.
- Must be self-directed and have the ability to work autonomously.
- Bilingual in Spanish preferred.
- Five years of experience providing customer service and detailed administrative duties.
- Previous experience with computerized data bases; web based preferred.
- Must possess organizational agility - Knowledgeable about how organizations work. Knows how to get things done both through formal channels and the informal network. Understands the origin and reasoning behind key policies, practices, and procedures. Understands the cultures of organizations.
- Able to travel efficiently throughout the assigned area.
- Required possession of a valid California Driver's License.
- Clear driving record and use of insured personal vehicle throughout course of employment.

### COMPANY WIDE JOB REQUIREMENTS:

- Must pass a health screening and TB test
- Must pass background fingerprint clearance
- Valid Driver License
- Must be 18 years or older

### ADMINISTRATIVE WIDE DEMANDS:

Job duties will be performed in an office environment and the physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job.

- This is largely a sedentary role; however the need for some walking and standing will be required
- The ability to lift up to 20lbs may be needed during some job duties
- The employee will be required to use hands for computer work, answering phone calls, filing, etc.

**\*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions**

**Equal Opportunity Employer/Drug Free Workplace**

HOW TO APPLY: To apply for this position please complete an application at [www.kidango.org/Careers](http://www.kidango.org/Careers)

You may submit your resume along with an application. Please note that you are not considered an applicant until you have completed an application for employment.