



Job Description

Position Title: Financial Assistance and Child Care Referral Specialist

Program: Family Development Services

Position Summary:

To coordinate and provide child care financial assistance determination to families in the Barre AHS region. To collect information to determine client eligibility for child care financial assistance, maintain family files and provide information about child care financial assistance to clients and service providers. Outreach and support to community around the Child Care Financial Assistance program. For families looking for child care, you will provide child care options based on their needs.

Desired Qualifications for Knowledge/Experience:

1. Child Care Financial Assistance eligibility staff shall possess one of the following:
BA/BS in Human Services or Business or related field; and a minimum of one-year experience in a fast-paced human services program or related environment requiring reading comprehension and application of complex rules, regulations, policies and procedures; including demonstrated computer proficiency with office software and business communications;
Or an Associate's degree with a minimum of three years in a fast-paced human services program, or related environment requiring reading, comprehension and application of complex rules, regulations, policies and procedures; including demonstrated computer proficiency with office software applications and business communications;
Or high school equivalent and 5 years' experience as described above.
Individuals must meet the minimum qualifications for their position. If an individual provides backup for or splits time between positions, the individual must meet the minimum requirements for each position.
2. Demonstrated ability to work effectively as part of a team.
3. Demonstrated knowledge of adult and child services in the Washington County area.
4. Ability to compute accurately, proven ability to manage complex data sets.
5. Experience with computers: word processing/data management.
6. Ability to communicate effectively orally and in writing.
7. Ability to work with people in a family-centered, non-judgmental manner.
8. Demonstrated ability to collaborate with other professionals, maintain records, and complete reports on a timely basis.
9. Familiarity with regulations, laws, and procedures of the Vermont Agency of Human Services preferred.
10. Demonstrated ability to work independently and as a team.
11. Must possess a value system consistent with that of the Family Center of Washington County and have demonstrated a client-centered approach in past work.
12. Must display caring, respect, resilience, a willingness to adapt to change, and excellent interpersonal skills.

Reports to: Youth and Family Services Director

Employment Category: Regular full-time, exempt

Number of Hours per Week: 40 hours

Essential Functions:

1. Provide information on Child Care Financial Assistance Program (CCFAP) through phone contact or in person. Assist families or service providers with filling out applications for financial assistance.
2. Collect applications and documentation necessary to determine CCFAP status.
3. Enter information into Bright Futures data management system. Ensure accuracy.
4. Monitor CCFAP status through regular reviews.
5. Provide information through mail, phone contact or in person concerning benefits, services, responsibilities, and official decisions to families and providers.
6. Maintain accurate/complete client files.
7. Monitor provider payments. Make adjustments as necessary.
8. Collaborate, answer questions, provide resources and information for area service providers regarding all aspects of the financial assistance program.
9. Actively participate in regular monitoring of financial assistance program with Child Development Division personnel. Adjust procedures as required.
10. Conduct Outreach to educate the community and partners about the Child Care Assistance Program.
11. Actively participate in Child Development Division State-wide CCFAP/Referral meetings.
12. Inform and assist clients in applying for Economic Services programs.
13. Attend staff and team meetings as needed.
14. Attend supervision meetings as scheduled.
15. Participate in interagency committees to improve services to providers and families such as Statewide CCFAP or other related meetings.
16. Attend professional development trainings or conferences, typically two days/year.
17. Maintain confidentiality consistent with the Agency's policies and the law.
18. Attends Agency events, public awareness activities, education sessions, and fundraising events as workload permits.
19. Maintain relationships with community.
20. Other duties as assigned.

Success	Families are responded to with respect and given accurate information about service needs and paperwork requests. BIFIS files are compliant and professional. Errors of over or underpayment are below contract requirements.
Excellence	Provide outreach to community to increase utilization of Child Care Financial Assistance within our region. Advocate for families with high risk or high need concerns to utilize other stabilizing resources at the Family Center or other agencies. Seek out families who need additional support and assist with applications for families with literacy issues, trauma, homelessness or related barriers.

Working Conditions:

Internal- Work is normally performed in climate controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, fumes and gases is very limited. Noise level is moderate and includes sounds of normal office equipment (people, computers, telephones, etc.). No known environmental hazards are encountered in normal performance of job duties.

External- Moderate travel may be required. Work outside the office normally takes place in similar office environments, although occasionally work may include classroom environments.

Physical Demands:

Work involves standing and walking for brief periods of time, but most duties are performed from a seated position. There is potential for eyestrain from reading detailed materials and computer work. Deadlines, workloads during peak periods and changing priorities may cause increased stress levels. Work normally requires finger dexterity and eye-hand coordination to operate computer keyboards at a moderate skill level. Repetitive motion injuries may occur. Company will provide adaptive devices as needed.