



## Job Description

**Position:** Eligibility Specialist Full Time  
**Location:** 2229 5th Ave, Havre MT 59501  
**Supervisor:** Operations Director

### Minimum Requirements

- A keen attention to detail, accuracy and proficient math skills, strong communication and customer service skills with diverse populations, and organizational skills.
- Two years of computer experience including Microsoft Office capabilities and experience with database programs preferred
- College course work in human services, early childhood, elementary education and experience in case management is highly desired
  - A combination of experience in case management, customer relations, or general office experience may also suffice as qualifications
- Must complete Eligibility Basics online course, CCUBS training, and any other training identified by ECSB within specified timeframes.
- Must have a valid driver's license
- Ability to lift 25 pounds.
- Minimal travel and odd hour work required.
- **Position Role:** to honor and support the families of young children through the Best Beginnings Child Care Scholarship by developing and promoting working relationships with families and partner agencies, provide coordinated collaborative outreach and support to families, services for the homeless and vulnerable populations, gather data with units and phone conversations/meetings, and collaborate with CPS, Pathways, OPA, CSED, in order to gain child care services for families in an efficient and empathic manner.

### Program Duties

#### **Eligibility Processing:**

- Comply with all ECSB policies with arm rules from DPHHS and procedures created by ECSB to guide all determinations, invoice paying, changes processing, and more on all cases regardless of being TANF, CPS, Non-TANF, Teen, Working Caretaker, or Adoption Subsidy.
- Accurately approve families with the Best Beginnings Child Care Scholarship program to avoid errors for the Error Rating process performed by ECSB
  - Errors can result in termination depending on severity, the number of errors, and if the same type of error is repeating
  - Errors impact entire FCMT agency and the viability of keeping the ECSB grant funding, it is important to maintain detail, organization, follow policies and procedures, and ask questions if uncertain
- Complete child care application process in CCUBS for child care scholarships within 7 business days
  - If the 7 day processing is not being met, employee will inform Operations Director immediately

- Review, implement, ask clarifications, and return to as needed to utilize the Eligibility Training Binder supplied by the Operations Director. This is in a large binder as well as the most up to date version is on the Family Services server under the Training folder.
- Interview all new applicants to explain application and scholarship process and requirements in person or over the phone. Follow procedures if unable to connect with parent.
- Daily work with human service agencies outside of FCMT to meet the needs of participants on the Best Beginnings Scholarship in order to refer families to needed services. Any Barrier that is noted, refer the family to an appropriate service. Every Eligibility Specialist must be aware of the individual Human Service agencies and be prepared to help and send families to the Family Engagement Coordinator.
  - Referrals can be calling the human service agency with the client, handing out materials if a family is in a hurry, and sending them a letter with resources.
  - If a discussion occurred on a resource supplied, regardless of if the family said they wanted the service, this needs to be tracked and given to the FEC person to follow-up on more deeply. Utilize unit report for all referrals to the FEC staff.
  - Work closely with the Family Engagement Coordinator to learn of Human Services agencies, to positively impact families together, and encourage families with impactful and helpful community resources
- Customer service is important to FCMT and ECSB, this position needs to deliver professional, helpful, high-quality service continuously with any family.
- Information on quality care, child care options, STARS to Quality information, best practices on child development, meaningful parent and family engagement, physical and developmental health, early care programs like Head Start will be shared with all families met with. Many items are addressed in the Resource Guide created by FCMT.
- Supply families with the Family Resource Guide with details on the services within, supply the 211 number as needed, and give them resource agencies from the Voices of Hope link online.
- Correspondence with parents and providers as needed both in and outside the CCUBS system
  - By phone, texting program, or in person = outside of CCUBS
    - Calls must be responded to parents and providers same day if possible and worst case within 24 hours of their voicemail or return call after research was completed
    - Offer Zoom calls to video with an applicant to go over forms as needed and show them resources
    - With initial RFI ensure FEC information is shared and Ready Resources options to help the family
  - By mail all correspondence must go through the CCUBS system
  - Inform families of copays (usually done through CCUBS system when setting up a case)
- Collaborate with partner agencies such as CSED, CPS, OPA, Pathways, and Tribal TANF agencies.
  - Fax CSED when applications arrive to allow time for CSED to respond that will not inhibit the due dates of the application later
- Network with Head Start, Early Head Start, Child and Adult Care Food Program, Montana Child Care Associations, Tribal Child Care Development Fund, Local employers, School districts, Before and After School Programs, Developmental Disability Services, Mental Health and Chemical Dependency counseling, Services for children with disabilities including Part C providers, and any other agency that would benefit this work.
- Work with DCFS in regards to CPS cases and set up children for care according to the CPS referral as needed if case manager is a CPS case processor
  - Send detailed emails for recertification reminders
  - Call DCFS staff when policies get confusing to give personal touch and build a positive relationship
- Review all Self-Employed cases with Finance Manager
- Refer families who have children with special needs to the Family Engagement Coordinator for the special needs assessment.
  - Work with the Family Engagement Coordinator with case notes and any other CCUBS items that need to be inputted.
  - When a parent chooses a new provider inform the Family Engagement Coordinator.
- Recertify existing cases

- Place cases into pending closure 15 days prior to their re-cert end date and case note
- Utilize the audit categories on the performance evaluation tool to assist with accuracy and utilize this tool to help evaluate oneself for accuracy and inclusivity
- Utilize the case note tool supplied by ECSB for the process of case noting
  - Utilize the shortened notes version to help simplify and utilize the case specific notes for this purpose.
- Provide Technical Assistance to parents and providers on the scholarship program
- Provide opportunities for parents or providers to meet in-person within and outside normal workday requirements
- Communicate licensing problems to appropriate staff.
- Update CCUBS system with changes to cases.
- Audit, prepare invoice alerts, and pay monthly invoices from child care providers by the first processing date to follow submission from the child care provider.
- Investigate and copy all relevant information needed for overpayments to hand over to Operations Director for processing in a timely manner.
- Research and prepare documentation for Administrative Reviews and Fair Hearings.
- Resolve problems and concerns regarding current case load.
- Check current caseload amount and report to supervisor if close or over 150 cases
- Accountable for taking action on alerts that come in daily for subsidy programs from CCUBS.
- Keep medical information in a red file and follow all HIPPA guidelines and training
- Maintain confidentiality of all case file information, CCUBS information, FCMT information, and yearly sign off on this important agency and ECSB driven policy
- Review, follow, and be knowledgeable of the NAEYC Code of Ethics
- Review and follow the Mandatory Reporting policies regarding child abuse and neglect, this position requires you while on or off duty to report any suspected abuse or neglect
- Attend the multiple weekly Family Services meetings to bring questions and clarifications and attend Conference calls that ECSB and/or Operations Director requests
  - Be prepared with your questions and always provide the support of what action you may take with procedures in hand
- Attend all Staff Meetings and any meetings assigned by Operations Director
  - Creates a team-building atmosphere, is interested in agency goals, and supports team members
- Provide any technical assistance requested unless out of normal procedures, then refer them to Operations Director
- If a wait list is instituted comply with ECSB procedures and policies
- Work as a team with all staff which includes but is not limited to asking questions to learn about job and agency, helping co-workers in need, and when cases are caught up asking where help is needed.
- Daily review email direction from ECSB, Operations Director, Procedure updates, and comply with these changes
- Peer review non-TANF cases up for recertification/new applications utilizing the peer review form within 24 hours of receipt
- Review performance evaluation tool and comply with expectations with either satisfactory or above satisfactory performance
  - This tool covers performance of these crucial elements in this document while also doing all work in a behaviorally appropriate manner
- Performance based gift cards may be available from time to time, this income is for satisfactory and above and beyond performance along with going above this job description with leadership examples, volunteering to help ANY staff in need, being error free with ECSB error rate, digging deep with exemplary work with our fundraising event, and more
  - Other important factors: show leadership with caring, empathy, honesty, respectful attitude, being committed to FCMT goals, non-judgmental of agency decisions, supporting supervisor planning and direction, taking pride in a quality product, modeling professionalism, and taking responsibility for one's actions
  - Track this work on the form at the end of the Performance Tool throughout the year

- Accurately compile and supply the required unit data to the Operations Director by the 10<sup>th</sup> of the month following each quarter
- FCMT Yearly Fundraiser: gain auction items, dessert items, sell tickets, sell tables, and help in any way that you can positively impact and help the event have success.

**General Work Expectations:**

- Comply with FCMT Employee Handbook, Operations Handbook and Policies.
- Meet deadlines and accomplish goals and objectives in a limited amount of time.
- Back up the front desk as needed.
- Accomplish any other assigned duties by Operations Director
- Yearly research and request approval to attend yearly professional development to help hone and improve your skills in eligibility work (this can be computer programs to help do your work, human services courses, emotional intelligence courses, etc.)
- Become trained in Fingerprinting and enter the rotation for printing child care provider staff
- Ensure the completion of grant reports or internal reports by required timelines and enter necessary units for Operations Director to post – perform task time so items can be compiled and posted prior to deadlines.
- Review grants and FEC protocols set forth by ECSB and in house quarterly.
- Actively participate in required meetings, workshops, and trainings, gain training in any area that is lacking for this position at a minimum annually
  - If any aspect of the education requirements has not been met, this person will actively and immediately pursue this education with a training plan approved by the supervisor, executive director, and ECSB
- Attend annual planning sessions. Participate by thinking strategically to improve or enhance services for the organization.
- Maintains professional boundaries in relationships with staff, community members/partners and family by distinguishing between other's needs and one's own, guarding against abuse of power and sexual misconduct, and using appropriate language.
- Work cooperatively with the team and model the mission, vision, and values of the organization to co-workers, board, and community.
- Build relationships with partner agencies, child care providers, and community.
- Submit completed time sheets on time to Operations Director
- Behave as a courteous and responsible representative of FCMT in interacting with other staff, the members of the Board of Directors and community members.
- Further promote FCMT and its mission to community members, potential donors, clients, and policy makers, as directed or as opportunities arise.
- Engage in and staff FCMT's community fundraisers, special events and outreach activities.
- Complete annual performance goals or other duties as assigned by the deadlines established
- Other duties as assigned.
- Attend all required trainings and workshops at the state and local levels