



Child Care Coordinating Council, Inc of San Mateo County

JOB DESCRIPTION

Title: Eligibility Support Coordinator (TEMPORARY)
Reports to: Program Manager
Department: Child Care Subsidy and Eligibility
Classification: Temporary Part-Time, Non-Exempt
Hours: 25-30 hrs./week; Mon-Fri; with some evening and weekend shifts

Child Care Coordinating Council (4Cs) of San Mateo County is currently seeking a **(Temporary) Eligibility Support Coordinator** to support providers with eligibility and qualification requirements for Child Care Relief Fund Grants for Microbusinesses. The goal of this program is to help stabilize and sustain the availability of child care in the City of San Mateo and Redwood City. *This position is a temporary, part-time assignment—November 2021-June 2022.*

Position Summary: Under the direction of the Program Manager, the Eligibility Support Coordinator will conduct outreach to low-income family child care providers operating their family child care business in the City of San Mateo or Redwood City experiencing hardship due to COVID-19. This position will provide information to providers and the community, screen applicants for eligibility for a grant relief program, and provide ongoing technical assistance throughout the application process to ensure all program requirements are met.

This position is a good fit for a person who works well independently, is proactive, process-driven, detail-oriented and takes pride in their highly effective communication.

PRIMARY DUTIES:

Provider Services:

- Conduct timely and targeted outreach to family child care providers and assist with application for Child Care Relief Fund Grants.
- Provide technical assistance and ongoing support to family child care providers/grant applicants.
- Work closely with the program manager to ensure timely follow up with new and existing applicants.
- Screen and collect documentation related to provider family child care business expenses.
- Calculate provider income/expenses in accordance with policies and grant eligibility requirements.
- Provide weekly progress reports on applicants and potential disbursements.
- Ongoing provider engagement via phone/email, 1:1 meetings via Zoom to aid in timely completion of applications.
- Monitor incoming applications, maintain accurate records, and verify and collect the required documentation.



Child Care Coordinating Council, Inc of San Mateo County

Information management and data integrity:

- Data management and support with reporting for contracted services.
- Monitor and track activities related to applications/disbursements.
- Other miscellaneous duties as assigned.

Relationships:

- Maintain professional and open communication with management and other 4C's staff.
- Share information, collaborate, and coordinate activities with 4C's and city staff.
- Maintain confidentiality related to 4C's services and internal operations.

MINIMUM QUALIFICATIONS:

- AA degree or equivalent in Human Services, Social Services, Business Administration, or other field that specifically relates to the position.
- Bilingual Spanish/English written, and oral skills preferred.
- 2-3 years experience in social service eligibility, program application processing or related customer service field.
- Must be available to work a flexible schedule, which will include day/evening hours in-office or remote Monday through Friday, and may require some weekends.
- Effective oral and written communication skills.
- High level of proficiency with MS programs such as Word, Excel, Outlook, and Publisher.
- Excellent problem-solving, analytical, organizational skills, and attention to detail.
- Ability to manage workload, meet deadlines, and prioritize multiple tasks independently.
- Demonstrated ability to work with a diverse population.

Salary and benefits: This is a temporary, part-time, non-exempt position and is not eligible for benefits. Pay rate is \$25.00 per hour (approx. 25-30hrs/week); non-negotiable.

Please note that only candidates who are being actively considered will be contacted. This position will be open until filled.

To Apply: Send resume and a cover letter to thughes@sanmateo4cs.org