



Child Care Coordinating Council, Inc of San Mateo County

JOB DESCRIPTION

Title: Child Care Enrollment Specialist
Reports to: Program Manager
Department: Child Care Subsidy and Eligibility
Classification: Permanent Full-Time, Non-Exempt
Hours: 40 hrs./week; Mon-Fri; with some evening and weekend shifts, as required

Child Care Coordinating Council (4Cs) of San Mateo County is currently seeking a **Child Care Enrollment Specialist** to provide support to the families of San Mateo County seeking child care assistance. The Enrollment Specialist will maintain 4C's eligibility list and enroll eligible families into our subsidy program in compliance with regulations set forth by the California Department of Social Services (CDSS).

Position Summary: Under the direction of the Program Manager, the Child Care Enrollment Specialist will maintain the eligibility list database for subsidized child care by conducting quarterly updates for all applicants. They will work closely with the Program Manager to monitor enrollments in the CalWORKS Stage 2 and CAPP programs and conduct outreach to eligible applicants for screening and enrollment into the appropriate program. This position will conduct intake meetings for enrollment, determining initial eligibility for all families and provide technical assistance to all prospective applicants and active applicants on the eligibility list. The Child Care Enrollment Specialist will be well versed in Title V Regulations and 4C's policies to set expectations for all pending applicants and newly enrolled families until they are officially assigned to a Family Eligibility Coordinator.

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

PRIMARY DUTIES:

Client Services:

- Process all incoming eligibility applications and explain the application/waiting/enrollment process to applicants
- Determine family eligibility for subsidized child care and examine alternative child care options for families pending enrollment based on their ranking status
- Update eligibility list for all clients by conducting follow up on application status and inactivating applications for families who no longer qualify
- Conduct quarterly eligibility list updates, updating all applications with current information
- Refer CalWORKS Stage 1 eligible families to San Mateo County Human Services Agency (HSA)
- Conduct targeted outreach to families meeting eligibility requirements for CalWORKS Stage 2 in collaboration with HSA staff to increase enrollment into the 4Cs Stage 2 and HSA Stage 2 programs



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- Conduct outreach to families on the eligibility list in order of priority/rank per Title V Regulations and enroll into the 4Cs CAPP Program
- Develop individualized child care plans based on the family's certified need for subsidized child care services
- Provide case management support for families with subsidized child care services, as assigned
- Refer families to the Community Programs team for child care referrals, enhanced referrals, resources that are available in San Mateo County
- Coordinate with reception regarding applications and families inquiring about subsidized child care services
- Coordinate with payment team regarding enrollment for prospective child care providers for families pending enrollment
- Coordinate with Family Eligibility Coordinators to assign newly enrolled families to existing caseloads
- Maintain professional knowledge by attending workshops and conferences as appropriate, review state issued publications

Information management and data integrity:

- Data entry and management for both eligibility list and subsidy database
- Management of physical eligibility list applications
- Track new enrollments for respective programs for monthly reporting
- Produce monthly narrative reports regarding active applications and enrollments
- Other miscellaneous duties as assigned.

Relationships:

- Maintain professional and open communication with clients, management and other 4C's staff.
- Contribute to the team projects, researching, and offering family-focused solutions, providing training as needed
- Complete special assignments in collaboration with the program manager
- Coordinate with professional organizations regarding enrollment policies and procedures; may represent agency at external in-service trainings and community meetings
- Maintain confidentiality related to 4C's services and internal operations.

MINIMUM QUALIFICATIONS:

- AA degree or equivalent in Human, Social Services, Business Administration, or other field that specifically relates to the position.
- Bilingual Spanish/English written, and oral skills required.
- 2-3 years' experience in social service eligibility, program application processing or related customer service field.
- Must be available to work a set schedule which may include day/evening hours in-office or remote Monday through Friday, and some weekends and holidays.
- Effective oral and written communication skills.
- High level of proficiency with MS programs such as Word, Excel, and Outlook.
- Excellent problem-solving, analytical, organizational skills, and attention to detail.



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- 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 permanent, full-time, non-exempt position. Compensation is commensurate with experience and training, with excellent benefits.

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 eramos@sanmateo4cs.org