



Job Description

Job Title: Child Care Assistance Program (CCAP) Eligibility Specialist
Reports To: CCAP Coordinator
Department: Child Care Assistance Program

Summary: This position is primarily responsible for carrying out work in all phases of the Child Care Assistance Program, including assisting parents and child care providers as requested; handling assigned case load; and processing all CCAP related documentation pursuant to the IDHS Child Care Program policy and procedural manual.

Essential Duties and Responsibilities:

1. Process applications, re-determinations, change of providers and other relevant information to determine parent and provider eligibility for child care support and financial assistance. Enter all case action, including verification of all eligibility factors, into the appropriate database. (75%)
2. Inform parents and child care providers of the Child Care Assistance Program guidelines/regulations. Work with and responds to inquiries from parents and child care providers regarding a wide range of programmatic issues within two business days. This can be done through phone calls, mail, and/or in person office visits. (10%)
3. Review and process provider billing certificates and issue supplemental payments per caseload. Also responsible for checking the accuracy and eligibility to ensure timely payment. Investigate and resolve billing errors and possible fraudulent claims. (5%)
4. Maintain required job knowledge and skills and core professional competencies by attending and participating in required educational programs, staff meetings, trainings, workshops and other community events to increase public awareness of, and help in the delivery of, CCP programs and services among parents, providers and others. (5%)
5. Perform other duties as assigned. (5%)

Performance Measures:

1. Inquiries are handled promptly and accurately, with courtesy and respect shown to all callers and in-person visits.
2. Proactively seeks out information about social service agencies and other community partners and is able to relay this information to parents, providers, and other agency customers.
3. Applications, re-determinations, change of providers and all other program related documentation are processed with a high degree of accuracy following established process and procedures and within established timeframes.
4. All paperwork for assigned caseload is kept up-to-date and uploaded to CCMS. Team Dashboards are kept current, and pending is consistently kept up-to-date and CCMS work items closed upon completion of case.
5. Complaints from assigned caseload are at a minimum and are promptly addressed.
6. Employee is familiar with, and able to apply correctly, current state policies and agency/department guidelines regarding the Child Care Assistance Program.
7. Employee understands and demonstrates a high level of professionalism. This includes respecting the confidentiality of agency clients/providers, emphasizing quality customer service, maintaining knowledge of early child and care programs, and all information pertaining to Community Connection Point.
8. Fifteen (15) hours of continuous education achieved yearly.

SUPERVISORY RESPONSIBILITIES: None.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and be able to occasionally travel overnight as business necessitates. The requirements listed are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE: All new employees are required to possess an Associate's Degree from an accredited college or university, or equivalent education and/or experience in social work, customer service or related field – defined as college credits and/or work hours equal to two (2) full years of education and/or full time work.

LANGUAGE/COMMUNICATION SKILLS: Ability to read, analyze, and interpret agency documents, various types of technical procedures, governmental regulations and programmatic manuals, and documentation related to the work of the Illinois Child Care Assistance Program. Must be sensitive to families' socioeconomic, cultural, ethnic and religious backgrounds, and individual needs and capabilities. Must have knowledge of and be impartial to all forms of child care. Ability to effectively present information and respond to questions from clients, providers, agency staff and the general public with consistency and integrity via telephone conversations, in-person visits, and email. Ability to compose professional business correspondence and complete agency and programmatic documents. Ability to accurately, and grammatically, supply written documentation for case files.

MATHEMATICAL SKILLS: Ability to perform basic addition, subtraction, multiplication and division.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions.

CERTIFICATES, LICENSES, REGISTRATIONS: None. However, must become a member of the Gateways to Opportunity Registry upon hire and renew membership yearly to remain in compliance with IDHS contract.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands and fingers, handle or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand and walk. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics describe here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Office environment with moderate temperature and noise levels. Position may offer and/or mandate remote work at times. Must have a reliable internet connection at home and familiarity with digital platforms.