



Position: ELRC Early Learning Program Engagement Specialist | **Full-Time:** Salary Position

Culture:

Trying Together is a Pittsburgh-based nonprofit that supports the work of early childhood by providing advocacy, community resources, and professional growth opportunities for the needs and rights of children, their families, and the adults who interact with them. A fast-paced organization, Trying Together looks for dedicated and passionate staff who bring positivity to their work and a solution-oriented sensibility.

Purpose:

The Allegheny County Early Learning Resource Center Early Learning Program Engagement Specialist serves as a representative between Child Care Works and child care providers. The Early Learning Program Engagement Specialist will support providers with Provider Self Service, recruit, enroll and determine eligibility in Child Care Works, support providers to enroll in Child and Adult Care Food Program (CACFP) and provide additional assistance as needed.

Responsibilities:

- Provides comprehensive customer service by completing thorough provider orientations, addressing phone calls within 24 business hours as applicable and attend to walk-in clients/providers.
- Teach and support providers with using Provider Self Service to ensure their information is up to date.
- Manages and organizes a fluctuating caseload of provider files.
- Support eligible child care providers in enrolling in Child Care Works and connect them with a Quality Coach and Fiscal contact.
- Assist providers in enrolling in the Child and Adult Care Food Program.
- Researches, adjusts and reconciles provider payment issues via information obtained from the Eligibility unit and communicates with providers.



- Addresses system generated alerts in a timely manner to maintain integrity within the CCMIS program.
- Maintains the continuous flow of grant dollars by timely deleting invoices with regards to the 60-day invoice policy.
- Maintains communication with other Child Care Works agencies within Pennsylvania regarding provider information and updates.
- Establish provider agreements for all certified and relative providers and assist providers with primary subsidy concerns and questions.
- Advise providers of the PA Department of Human Services and Child Care Works regulations.
- Support relative providers to meet their Professional Development requirements and provide information and resources.
- Collaborate with Quality Coaches at each satellite site to connect relative providers to community resources and supports as needed.
- Administer the Market Rate Surveys (MRS) to all Allegheny county child care providers every two years, or as directed by OCDEL.
- Help ensure that all child care providers meet the regulatory requirements and are paid rates according to the provider rates scale and the Allegheny County's Maximum Child Care Allowance.
- Regularly participates in outreach and other meetings both locally and statewide.
- Maintains high levels of consumer/provider/ELRC satisfaction.
- Displays consistent professionalism and courtesy when interacting with internal and external customers.
- Maintains high level of confidentiality when working with sensitive and personal client, vendor, employee and contract information.
- Must be able to interact with others in a positive and professional manner.
- Participates in initial and on-going professional development for the purpose of providing effective provider engagement.
- Provides technical assistance and support for home-based providers seeking to become state certified and enroll in Child Care Works.



- Promotes and supports the vision, mission, and goals of Trying Together. To learn more, visit www.tryingtogether.org.

Additional Knowledge, Skills and Experience

- Knowledge of local, state and national systems for early care and education.
- Must be able to work independently and as a team member.
- Attention to detail and advanced problem solving techniques.
- Ability to multi-task.
- Acceptance of diversity and ability to work comfortably in a variety of settings.
- Ability to maintain confidentiality.
- Good judgment and decision-making abilities.
- Must demonstrate enthusiasm and flexibility.
- Working knowledge of Microsoft Outlook, Word and Excel.
- Must clear full background check and must pass health screening.
- Must have a valid PA Driver's License and proof of insurance.

Qualifications:

- Associates, Business or Technical Degree in Human Services, Early Childhood Education or related field.
- Two years of relevant experience.
- Experience working with adult learners.
- Excellent written and verbal communication skills.
- Intermediate to advanced computer skills, Internet and email.

Required Clearances:

- Clean Act 33 Child Abuse Clearance
- Clean Act 34 Criminal Clearance
- Clean Act 73 FBI Clearance

Physical Requirements:

- Ability to lift 10-20 pounds





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Benefits:

- Competitive compensation and benefits package.
- Appreciative inquiry and strengths-based review process.

Wage Range:

- \$32,000 - \$34,000 plus benefits commensurate with experience.

Interested Applicants:

Submit cover letter and resume with a minimum of three work-related references to jobs@tryingtogether.org. Phone calls will not be accepted. Posting will remain open until filled.

