



**Position:** ELRC Early Learning Program Engagement Specialist  
**Full-Time | Salary Range:** \$36,000 - \$40,000

**Culture:**

Trying Together’s mission is to support high-quality care and education for young children.

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.

Trying Together is an equal opportunity employer. Trying Together does not discriminate and encourages qualified candidates of any gender, race, class, sexual orientation, faith, disability, or age to apply. All candidates will be evaluated on a merit basis.

**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 both regulated and relative. 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. The Early Learning Program Engagement Specialist will provide outreach to relative providers to identify needs and connect them to resources and supports.



### **Responsibilities:**

- Provide comprehensive customer service by completing thorough provider orientations, address all phone calls and provider correspondence within 24 business hours as applicable, and attend to walk-in clients/providers.
- Establish provider agreements for all certified and relative providers and assist providers with primary subsidy concerns and questions.
- Teach and support regulated providers to use Provider Self Service to ensure their information is up to date.
- Advise providers of the PA Department of Human Services and Child Care Works regulations.
- Provide technical assistance and support for relative providers seeking to become a state certified and enroll in Child Care Works.
- Refer and engage child care providers to community resources and advocate for the providers in obtaining these services.
- Identify and assess barriers relative providers face with regards to providing quality child care and identify resources and supports as needed.
- Support relative providers to meet their Professional Development requirements.
- Collaborate with Allegheny County Family Centers to connect relative providers to community resources and supports as needed.
- Connect providers with a Quality Coach and Fiscal contact.
- Assist providers in enrolling in the Child and Adult Care Food Program and other provider resources.
- Operate as a liaison for the provider between all Child Care Works (CCW) departments and programs.
- Organize and participate in provider outreach to help promote quality child care and positive child and adult interactions.
- Address system-generated alerts in a timely manner to maintain integrity within the PELICAN System.



- Maintain communication with other Child Care Works agencies within Pennsylvania regarding provider information and updates.
- Regularly participates in outreach and other meetings both locally and statewide.
- Maintains a high level of confidentiality when working with sensitive and personal client, vendor, employee, and contract information.
- Participates in initial and ongoing professional development for the purpose of providing effective provider engagement.
- Promotes and supports the vision, mission, and goals of Trying Together. To learn more, visit [www.tryingtogether.org](http://www.tryingtogether.org).
- Consistently use the NeonCRM platform to build relationships with constituents, record data that measure project performance, and support continuous quality improvement in the organization's resources and services.
- Commitment to racial equity and inclusion and a willingness to do the ongoing personal work to bring about a more just society.

### **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 multitask.
- 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.
- 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 PA State Police Clearance
- Clean Act 73 Federal Criminal History Clearance
- National Sex Offender Registry (NSOR) Verification

**Required Training:**

- Mandated Reporter Training (must be completed in the first month of placement).
- NeonCRM Training (required and recommended online courses must be completed in the first three months of placement).
- PQAS Professional Development Instructor Certification (must be obtained within the first year of employment).

**Physical Requirements:**

- Ability to lift 10-20 pounds

**Benefits:**

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





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tryingtogether.org

**Interested Applicants:**

Applicants must apply at [tryingtogether.applytojob.com/apply](https://tryingtogether.applytojob.com/apply) and upload their resume and three work-related references. Phone calls will not be accepted. Posting will remain open until filled.

