

**ALLIANCE FOR INFANTS AND TODDLERS, INC.**  
**FAMILY SPECIALIST**  
**JOB DESCRIPTION**  
**SALARY RANGE: \$35,000-\$37,000**

To apply please email your resume to [elrcresumesafit@afit.org](mailto:elrcresumesafit@afit.org)

**I. JOB DEFINITION**

This individual manages a caseload for the ELRC subsidized child care program of Allegheny County determining eligibility at application and redetermination for families receiving subsidized childcare assistance. The Family Specialist is the single point of contact for families. Family Specialists conduct face to face and phone interviews to gather, verify and evaluate financial and non-financial information and to explain program policies, regulations, and resources. Family Specialists support families in selection of a child care provider and manages the process for enrollment. This work requires a high degree of confidentiality. This individual MUST be a people person, who brings a positive attitude to their work and who naturally responds to challenges with a 'can-do' and problem-solving sensibility. The position reports directly to a Family Eligibility Supervisor.

**II. RESPONSIBILITIES AND DUTIES**

1. Provide an explanation of ELRC services and child care subsidy to families
2. Interview and support families for the purpose of obtaining information, recording, and determining eligibility.
3. Respond to family inquires by phone or email within 24 hours.
4. Plan, organize and process applications and redeterminations to ensure timely eligibility determination and case management.
5. Assists families with selection and enrollment in a quality child care setting or early care and education provider and provide parent education and support.
6. Inform families of their rights and responsibilities as recipients of child care subsidized benefits.
7. Plan, organize, process and manage caseload to ensure timely enrollment, on-going case management and changes to schedule, employment or eligibility status.
8. Perform all functions according to OCDEL eligibility regulations and ELRC policies and procedures and apply to individual cases.
9. Utilizes web-based databases, Pelican, SharePoint and On-Base to store, review, and update family information.
9. Responsible for the maintenance of Compass Application and Rede Inboxes as well as updating the Application Log including documenting and reporting NVRA data.

10. Coordinate family engagement with their child care provider as well as with other early learning programs including Early Head Start, Head Start and Pre-K Counts.
11. Identify and coordinate referrals for relevant community resources and services beneficial to the child and family.
12. Completes all required training and participates in professional development opportunities.
13. Attend and participate in team meetings and staff meetings.
14. Adhere to Alliance for Infants and Toddlers time and attendance policy.
15. Performs other related work as required.

### **III. QUALIFICATIONS**

#### **A. PROFESSIONAL KNOWLEDGE AND ABILITIES**

1. Excellent customer service skills including the ability to interact positively and professionally with persons from all cultures and backgrounds.
2. Demonstrate ability to listen to clients queries patiently and promptly respond to problems.
4. Ability to manage email and navigate the internet.
5. Excellent computer skills including data entry and creating pdfs.
6. Ability to multi-task and prioritize work tasks.
7. Ability to maintain electronic records and documents in an accurate and orderly manner according to agency policies and procedures.
8. Ability to establish and maintain effective working relationships with families, staff, and other community service agencies.
9. Ability to communicate effectively, both orally and in writing.

#### **B. JOB REQUIREMENTS**

1. Pennsylvania Child Abuse History Clearance (Act 33)
2. Pennsylvania State Police Request for Criminal Records Check (Act 34)
3. FBI Criminal Background Check (Act 73)
4. Full time position requiring 38.75 hours per week in Wood Street office.

## C. EDUCATION AND EXPERIENCE

1. High School Diploma or Associates or Bachelor's degree with experience in customer service, case management and computer data entry.