



Job Description Financial Assistance Coordinator

Position Title: Financial Assistance Coordinator

Reports To: Director of Programs

Classification: Salaried / Exempt

Position Summary:

Under the supervision of the Director of Programs, the Financial Assistance Coordinator is responsible for the coordination and implementation of the Supplemental Child Care Program (SCCP). At times night and weekend work may be necessary due to outreach activities.

Primary Responsibilities:

1. Coordinate SCCP to maximize utilization of child care assistance funds and ensure that financial assistance goals are established and achieved
2. Coordinate client eligibility and recertification process in a timely manner and in accordance with funder, contract and SCCP guidelines
3. Ensure accuracy and timeliness of provider payments and provider updates
4. Compile and submit accurate reports in a timely manner in compliance with contract stipulations
5. Maximize utilization of child care slots and ensure waiting lists are maintained
6. Communicate with child care providers, parents, and the community via telephone, email and in person to provide financial assistance services and information
7. Manage complaints regarding eligibility determinations according to agency procedures
8. Become proficient with the SCCP database and ensure that data is accurate and current and that accurate, meaningful reports can be generated from this database
9. Coordinate SCCP outreach activities that target parents, providers of child care, businesses and the community
10. Assist with the completion of grant proposals and reports to fund the program
11. Keep abreast of current literature, trends and best practices related to financial assistance and family support services
12. Keep abreast of changes in federal income guidelines; child care subsidy legislation to prevent duplicating services with DHR
13. Assist at fundraising and training events when needed
14. Provide quality customer service to all internal and external customers of the agency
15. Follow agency procedures to assure reporting of suspected child abuse and/or neglect



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16. Follow agency procedures in reporting any suspected licensing deficiencies observed at child care programs
17. Participate in the attainment and retention of CCAA Quality Assurance Accreditation
18. React productively to change and handle all other work-related responsibilities as assigned

Qualifications:

1. A Bachelor's degree required/Master's degree preferred in Early Childhood Education, Human Development and Family Studies with a concentration in Child Development, Social Work or related field
2. A minimum of five years' experience working directly with children and families, case management, or subsidy eligibility
3. Excellent interpersonal communication and organizational skills
4. Ability to communicate with diverse groups including clients, providers and funders
5. Ability to make presentation to clients, providers and community groups
6. Strong math skills required
7. Ability to understand, follow and apply contract stipulations to specific funders
8. Working knowledge of Alabama Child Care Licensing Requirements
9. Understanding of the complex issues related to child care and early education
10. Proficient in Microsoft Office Suite (Word, Excel, Publisher, PowerPoint, Outlook, Access)
11. Excellent technical knowledge and ability to work with databases to manage large volumes of data for various programs and produce meaningful reports and statistical data from those databases on a timely basis
12. Ability to effectively manage a high volume of information, perform multiple tasks and meet deadlines
13. Driver's license and regular access to vehicle covered by liability insurance with limits of \$100,000/\$300,000