Financial Worker 2 (Child Care Assistance Program)

1. Determine resident eligibility for the Child Care Assistance program; recalculate ongoing benefit amounts required by changes in resident status by reviewing/verifying resident information, preparing budgets and related documents, and calculating benefit amounts in accordance with benefit standards.

2. Use a variety of county and state computer systems to access resident and case data; enter data, process, approve, and issue benefits; access manuals, guides, and other policy/program-related resources.

3. Communicate complex program requirements, expectations, and timeframes to a diverse range of residents, team members, childcare providers, and Employment Service agencies in person, virtually, over the phone, and in writing; communicate eligibility determinations and explain program guidelines to residents; refer residents to additional community resources as appropriate.

4. Serve as a central point of communication for partner agencies such as Employment Services; communicate program information to obtain childcare services that will meet a resident's needs.

5. Initiate follow up with residents, especially in times of resident transition or crisis.

6. Prepare documents and represent the county at appeal hearings.

7. Maintain regular, punctual attendance consistent with the ADA, FMLA and other federal state and local standards.

(The work assigned to a position in this classification may not include all possible tasks in this description and does not limit the assignment of any additional tasks in this classification. Regular attendance according to the position's management approved work schedule is required.) ESSENTIAL FUNCTIONS: 1, 2, 3, 4, 5, 6, 7.

The successful candidate will have the following expertise and qualities:

Four years of clerical, customer service or client service experience including:

- Determining residents’ eligibility for Child Care Assistance.
- MEC2, Child Care Assistance, or coordinating initial Child Care Assistance applications through Employment Services.
- Current approval access to the MEC2 system.
- Providing customer service to a broad range of residents and in a social services environment.
- Researching and interpreting complex policies and procedures and processing complex programs.
- Organizing large volumes of work, effectively managing time and meeting deadlines.
- Entering and retrieving information from multiple computer systems.
- Problem-solving and crisis-intervention techniques.