

DOWN EAST PARTNERSHIP FOR CHILDREN

POSITION: Subsidy Specialist II
REPORTS TO: Subsidy Program Manager
CLASSIFICATION: Non-Exempt
HOURS PER WEEK: 37.5 Hours

DATE:

APPROVED:


Executive Director

PRIMARY PURPOSE:

Maintains the day-to-day processes of the NCPK and Scholarship programs to provide eligible parents with financial assistance for childcare. Engages with families to share information about choosing quality childcare and makes referrals for childcare and other resources as needed.

ABILITIES NEEDED:

- Strong verbal and written communication skills
- Basic understanding of child development and child care licensing
- Proficiency in listening
- Excellent computer skills
- Process management skills
- Very detailed oriented
- Flexibility and ability to manage multiple priorities
- To work independently but to function as part of a team
- Valid Driver's License

WORK EXPERIENCE REQUIREMENTS:

- Knowledge of Division of Child Development early childhood care programs or other subsidized child care program services for at-risk families
- Experience in complex data entry and database management
- Experience providing customer service

ESSENTIAL RESPONSIBILITIES:

Provides Services to Child Care Providers

- Stays familiar with the NC Child Care Regulations
- Stays familiar with NC Pre-K Guidelines
- Distributes information on workshops, education hours, events
- Assists with site visits to NCPK and Scholarship providers
- Assists with parent and provider orientations for Scholarship
- Monitors compliance of the required education hours for NCPK & Scholarship providers

Provides Services to Families

- Distributes written information on program requirements for the DEPC Scholarship program, NC Pre-K and other child care programs
- Engages families in a non-judgmental fashion and provides referrals to Scholarship families through the Family Navigation in an unbiased manner to share child care alternatives in Nash and Edgecombe Counties
- Maintains family confidentiality and takes actions to protect client privacy
- Is familiar with subsidized care options and community resources related to child care in Nash and Edgecombe Counties such as DSS, Head Start, Public Pre-K Classrooms, NC Pre-K and private child care and makes referrals to Family Navigation when necessary
- Responsible for documenting family contacts in the Family Navigation and Apricot Systems Database.
- Ensures that families are informed about ASQ Screenings, ACT Early and makes referrals to Family Navigation as needed.

NCPK Program

- Processes incoming child care applications: reviews applications for completion, prints, copies, sends appropriate letters, enrolls and waitlist children as required
- Maintains the NCPK applications data entry and file monitoring of children's records
- Provides logistical assistance for NCPK provider orientation, NCPK Advisory Committee meetings, state and site monitoring trainings, screenings, site visits, and challenging behavior meetings, etc.
- Assists the NCPK coordinator with the annual bid and renewal process for providers and parent contacts and community resources around challenging behaviors.

Scholarship Program

- Provides resources to Scholarship families through the Family Navigation.
- Responsible for data entry in the Apricot database
- Provides logistical assistance for Scholarship provider orientation workshops and parent orientations

Team Responsibilities

- Represents DEPC, NCPK, and Scholarship accurately and professionally in the community at community outreach events
- Travels as needed to attend training, presentations, etc.
- Attends Advisory Committee meetings and prepares minutes
- Advocates for quality child care and other necessary support services for children
- Attends all Subsidy Team meetings, DEPC staff meetings and retreats which may include an out-of-town retreat.
- Other duties as may be assigned by the Subsidy Program Manager and/or Executive Director

EDUCATION:

- Bachelor's degree in child development, early childhood education, business, human services or other directly related field.

WORK EXPERIENCE REQUIREMENTS:

- 1-3 years of qualifying experience, preferably with a focus on administrative processes

- Strong experience in complex data entry

PHYSICAL REQUIREMENTS:

- While performing this job the employee is:
 - Frequently required to sit; use hands to finger, handle or feel objects, tools or controls; reach with hands or arms; and talk or hear
 - Periodically required to stand; walk, stoop, kneel
 - Occasionally required to lift up to 25 pounds
- Specific vision abilities required by this job include: close vision and the ability to adjust focus to operate the computer
- The position also requires the ability to work under pressure to meet deadlines