



## POSITION ANNOUNCEMENT

**DEPARTMENT:** Child Care  
**POSITION:** Intake Specialist  
**REPORTS TO:** Intake Manager

**OPEN DATE:** Immediately

Erie Neighborhood House, a progressive social service agency serving the Chicago metropolitan area and dedicated to promoting a just and inclusive society, is seeking a full-time **Intake Specialist**. Erie Neighborhood House's Intake Department is responsible for the recruitment and enrollment of the agency's Childcare and School Age Departments. Reporting to the Intake Manager, the Intake Specialist's **basic function** is to maintain active status of re-determinations, assure full enrollment, maintain internal reporting on re-determination status, ensure families are approved for services, and maintain eligibility for Child and Adult Care Food Program for the Child Care and School Age Departments.

**Reporting to the Intake Manager in the Childcare Department, the Intake Specialist position responsibilities include:**

- Inform parents in person, by mail, phone or email; in a timely and sensitive manner, when their re-determinations are due
- Provide excellent customer service to parents and other providers over the phone or in person
- With parents, complete, assess and determine eligibility for childcare services as determined by IDHS policies and procedures including verification of documentation submitted in the state database IPACS, CCMS or other designated site(s)
- Create and maintain reports of re-determination status for children and families eligibility in the Child Care and After School Programs
- Meet with parents at different sites to assist with re-determinations
- Assist Intake Manager and other Intake Specialist(s) in preparing all required, accurate IDHS and FSS documentation as needed to ensure eligibility for the Child Care Assistance Program (CCAP) including COPA data entry and verification of documentation for children in the Child Care and After School Program
- Create and maintain reports of re-determination status for children and families eligibility
- Inform Contract Specialist and Billing & Collections Clerk of any changes in parent copayments and contact information (phone number and address) as a result of re-determination
- Assist Intake Manager and Intake Specialist(s) with enrollment of families and recruitment
- Update CACFP master eligibility list when family income size or category changes
- Assist parents in completing food application forms yearly
- Meet at least monthly with Intake Manager for supervision and support
- Make referrals to other agencies and/or to Action for Children Resource & Referral for ineligible families or those needing additional assistance
- Assist in translation of parent announcements and letters, etc.
- Ensure confidentiality of parent information received and managed by the agency
- Participate in the recruitment of children and families for program participation
- Meet at least quarterly with Childcare Team (including Directors, Social Workers, Psychologists, and Program Coordinators and Assistants) to receive updates on child /family issues, programmatic issues, etc.
- Plan and participate in staff and parent development activities with the Team
- Participate in mandatory monthly all-agency meetings and other agency event as necessary.
- Attend mandated and other appropriate workshops/presentations that will promote professional development.
- Responsible for the program complying with Erie House, the Board of Education and all City and State licensing requirements and performance standards, including promoting the health and safety of all the children, following sanitation procedures and universal precautions, completing a bi-annual physical exam, complying with the Confidentiality and Child Abuse & Neglect Acts as a mandated reporter, as well as the American's with Disabilities Act and Erie House's Inclusion Policy
- Other duties as assigned

**Qualifications and Requirements:**

- This position requires a High School Diploma; AA in Business or related field preferred.
- Computer skills for Microsoft Office applications (Word, Excel, Access, Publisher, and Outlook) required.
- Experience with COPA Database a plus; Office experience preferred.
- Must be able to read, write and speak English and Spanish.
- Ability to lift and carry children and other items weighing up to 50 pounds, including evacuation of the building during emergencies.
- Demonstrate the following qualities: self-motivated, self-directed, follows directions, makes good judgments, creative, reliable and dependable.
- Exhibits sincere interest in working families and community and is knowledgeable about available resources.
- Proof of eligibility to work in the U.S.
- Ability to respond immediately to any emergency situation.
- Hours are 9:00 am to 5:00 pm Monday to Friday; however, flexibility with work schedule is necessary as position may require some evening and/or weekend hours.
- Upon offer of employment, must complete all forms related to hiring, including Erie House's application, employment status and 3 letters of recommendation. In addition, must complete all DCFS forms, including a Criminal Background Check, Fingerprinting and a Child Abuse and Neglect Background Check.

**Compensation range: \$30,000 - \$33,000, Plus Excellent Benefits Package**

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**Please forward resume, cover letter and a list of three professional references by Tuesday, August 27, 2019 to:**

Gloria Razo, MSW  
Staff Development Manager | Human Resources  
Erie Neighborhood House  
1701 W. Superior St.  
Chicago, IL 60622 send via  
Email: [resumes@eriehouse.org](mailto:resumes@eriehouse.org)

**NO TELEPHONE CALLS PLEASE!  
ERIE NEIGHBORHOOD HOUSE IS AN EQUAL OPPORTUNITY EMPLOYER  
ACCREDITED BY NAEYC & NATIONAL AFTERSCHOOL ASSOCIATION  
RECOGNIZED BY DEPARTMENT OF JUSTICE;  
UNITED WAY MEMBER**