

**Are you passionate about helping others? Do you want to unleash your purpose and potential?**

**Come join our dynamic social service enterprise as we help over 200,000 individuals across the Chicagoland area.**

**Position Title:** Eligibility Specialist

**Company:** YWCA Metropolitan Chicago

**Salary:** Commensurate upon experience

**Reports to:** Coordinator of Eligibility Specialist Team

**Location:** Patterson McDaniel Family Center in Addison, IL; 2055 W. Army Trail Rd

YWCA Metropolitan Chicago is the oldest and largest women's organization in the region, with a mission to eliminate racism and empower women. To learn more about the YWCA Metropolitan Chicago, please visit our website at <https://ywcachicago.org>.

**Position Purpose:** The Eligibility Specialist is responsible for providing services that support and assist potential child care seekers and child care providers to determine their eligibility and guide them through the process to meet the State of Illinois requirements for subsidized child care or to become a licensed child care provider. The person in this position provides case management services to ensure the required documentation is completed in a timely, accurate manner.

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**Key Responsibilities:**

- Assess, manage and respond to incoming member calls and inquiry emails and walk-in visitors to ensure connection with the appropriate internal and external services
- Provide case management services to determine new client-member's eligibility for the Child Care Assistance Program to include all updates, approvals, cancellations, denials, and payments
- Monitor cases to ensure all members submit the needed documentation in a timely manner
- Track and investigate problem certificates, overpayments, and supplemental payments
- Counsel parents on child care choices and quality child care arrangements
- Maintain statistics and prepare reports as required
- Perform data entry functions in an accurate and timely manner

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**Qualifications:**

- An Associate's degree from an accredited college or university or equivalent education and/or experience in social work, customer service or related field
- One – three years of experience in providing customer service/case management services
- Bilingual language abilities preferred but not required
- Proactive self-starter with an ability to manage multiple priorities simultaneously
- Well-developed problem solving skills in situation assessment, problem identification, and solution design
- Effective interpersonal skills, along with relationship-building skills
- Keen data input and data management skills
- Intermediate level of skill with MS Office, Outlook, internet usage, and databases

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**Benefits Portfolio:** Medical, Dental, Vision, Life, Flexible Spending (FSA), Transit, HSA, Short & Long Term Disability, Employee Assistance Program

YWCA Metropolitan Chicago is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status. YWCA Metropolitan Chicago will provide reasonable accommodations for qualified individuals with disabilities.

If interested, please visit <http://ywcachicago.hrmdirect.com> to begin your application.

\*\*\*This job description is not intended to represent a complete list of all duties and responsibilities. There may be unplanned activities and other duties assigned.\*\*\*