



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

METROWEST YMCA JOB DESCRIPTION

Job Title: Family Access Administrator - Financial Assistance

FLSA Status: Full-Time Hourly

Reports to: Social Impact & Government Relations Officer

Location: Ashland, MA

Salary: \$24.00 to \$28.00 per hour based on experience and qualifications

POSITION SUMMARY:

The Family Access & Financial Assistance Administrator provides leadership and oversight for all Massachusetts Department of Early Education and Care (EEC) Financial Assistance programs and related family access initiatives across the MetroWest YMCA Association. This position serves as the Association subject matter expert for financial assistance eligibility, subsidy administration, regulatory compliance, funding utilization, and family access processes. In partnership with the Family Access Administrator - Financial Services, this position ensures coordinated delivery of family registration, financial assistance, billing, and account management services. The Administrator exercises independent judgment and discretion, maintains compliance with all applicable regulations and contracts, supports operational excellence, and helps ensure equitable access to Y programs and services for children and families.

OUR CULTURE:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

ESSENTIAL FUNCTIONS:

- Lead administration of EEC Financial Assistance programs throughout the MetroWest YMCA Association, including eligibility determination, authorizations, reauthorizations, waitlist management, voucher administration, contracted slot management, attendance, CCFA billing, and regulatory compliance.
- Serve as the Association subject matter expert regarding EEC Financial Assistance regulations, policies, systems, procedures, and funding requirements.
- Monitor subsidy utilization, enrollment trends, and compliance metrics; prepare reports and recommendations to support operational and financial decision-making.
- Conduct audits, file reviews, quality assurance assessments, and corrective action planning to ensure compliance with EEC regulations, YMCA policies, and funder requirements.
- Oversee Education Branch Y-Assist financial assistance administration and related scholarship processes.
- Partner with Education Branch leadership, Finance Office, Business Managers, and community agencies to support family access and program participation.
- Work directly with families regarding eligibility, enrollment, financial assistance options, account concerns, and program participation.
- Maintain accurate and confidential records in accordance with regulatory, contractual, and Y requirements.
- Analyze program utilization, funding availability, and family needs to support continuous improvement efforts.
- Develop and maintain written procedures, training materials, and process documentation related to financial assistance administration.
- Provide administrative leadership and guidance regarding access and financial assistance practices across the Association.

- Serve as backup support for family billing, registration, account management, collections, and related financial services functions.
- Provide excellent service through positive and professional communication with children, families, community members, and Y staff.
- Support assigned aspects of the Annual Campaign, community initiatives, and special events.
- Complete other duties as assigned.

LEADERSHIP COMPETENCIES:

- Mission Advancement
- Engaging Community
- Collaboration
- Operational Effectiveness
- Inclusion

QUALIFICATIONS:

- Bilingual (Portuguese/English or Spanish/English) required.
- Bachelor's degree in Human Services, Business Administration, Public Administration, Social Work, or related field preferred.
- Minimum of two years of experience in family services, customer service, licensed early education and care or camp administration, financial assistance, subsidy administration, billing operations, or with related administrative functions.
- Demonstrated experience interpreting and applying complex policies, regulations, and funding requirements.
- Ability to effectively communicate and build relationships with individuals from diverse social, cultural, and economic backgrounds.
- Ability to exercise independent judgment and discretion in handling confidential and sensitive information.
- Strong organizational, analytical, problem-solving, and follow-through skills, with the ability to manage multiple priorities and deadlines.
- Advanced proficiency with Microsoft Office applications and database management systems.
- Experience with EEC Financial Assistance regulations and systems preferred.

ABUSE RISK MANAGEMENT:

Employees who do not directly supervise youth will:

- Adhere to policies related to boundaries with youth.
- Attend required abuse risk management training.
- Adhere to procedures related to managing high-risk activities and supervising youth.
- Report suspicious or inappropriate behaviors and policy violations.
- Follow mandated abuse reporting requirements.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use a computer for extended periods of time and be able to communicate using a computer and phone/smart device

Signature

Date

Printed Name