

JOB DESCRIPTION

Title: Family Services Specialist
Salary Range: \$13.94 - \$20.00
Status: Non-Exempt
Reports to: Family Services Manager

Summary of Responsibilities:

This is a highly responsible and professional position tasked as the first line of contact between the Coalition and the public. The position requires individuals possessing exemplary interpersonal skills and a professional demeanor.

A large part of our organizational duties pertains to outreach which consists of assisting families in the office and families in our communities. Therefore, participation in our outreach events is required of all employees. This not only helps our families but builds our efforts as a united team at the ELCIRMO.

Essential Job Functions:

- Review parent profile to ensure all required documentation is completed during initial and re-determination process using the state-wide database system.
 - Determine family eligibility and the eligibility group for the School Readiness program.
 - Verify income, family size and accurate determination of parent fees.
 - Assist parents with the uploading of documents in the OEL Management System
 - Rescheduling of appointments
- Termination of clients as follows:
 - No longer eligible at redetermination.
 - Non-compliance clients from Community-based agencies
 - Late redetermination clients.
- Review Provider's Attendance Roster for accuracy and completeness.
 - Review documentation of absences uploaded by childcare providers in the Office of Early Learning Coalition Portal.
 - Communicate with the Finance Department regularly during provider payment processing to ensure any corrections related to child attendance are completed before payments are released.
 - Update client files and contact parents of children terminated by childcare providers for non-attendance, entering any necessary historical case notes.
- Determine pre-eligibility applications in the Single State-wide Information System for SR and VPK Programs.
- Process Parent updates.
- Process request for provider transfers in a timely manner.
- Assist parents with navigation of Single State-wide Information System to apply for services.
- Initiate and complete school readiness county to county transfers.
- Initiate and complete guardianship transfers.
- Provide consumer education and customized referrals to all parents looking for child care based upon their needs and preference by phone, in person, e-mail, or fax and provide other resources as necessary.
- Assist walk-ins as needed.
- Submit suspected fraud referrals to supervisor.
- May be assigned tasks related to VPK, fraud, or preparation of reports.
- Phone coverage as needed.
- Participate in outreach events as needed.

The duties and responsibilities listed above are intended primarily as illustrations of the various types of work that may be performed. The omission of specific statements of duties and/or responsibilities does not exclude them from the job if the work is similar, related, or a logical assignment to the job.

Essential Knowledge, Skills and Abilities:

- Knowledge of eligibility rules, applicable laws, regulations, and procedures governing early learning programs
- Basic computer skills, further knowledge of Microsoft Office suite encouraged.
- Knowledge of office procedures and equipment including the application of electronic data processing and working in a web-based environment
- Bilingual capability is preferred due to populations served.
- Attention to detail and a high degree of organization are required.
- Effectively communicate and present information and respond to questions from diverse audiences including managers, parents, providers, and the general public
- Ability to express ideas effectively verbally and in writing.
- Ability to establish and maintain effective working relationships with the general public, co-workers, and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, gender, or disability
- Ability to achieve CCRR Specialist Certification on the R&R Evaluation

Qualifications:

- Associate Degree in Human Services or related field with two years related experience. The education requirement may be waived for a candidate with four or more years of related experience. Previous work with the public in a social service setting is preferred.
- Must possess valid Florida driver's license with no record of criminal driving offense or license suspension.
- Must successfully complete a Level 2 background check.

Essential Physical Skills:

- Ability to sit at a desk for extended periods of time while performing job functions.
- Ability to operate a keyboard, or similar data entry device for extended periods.
- Frequently required to use hands to finger and arms to handle, feel and reach for items.
- Ability to bend, kneels, and stoops for retrieving supplies and miscellaneous items.
- Must possess auditory, verbal and visual capabilities in order to adequately communicate via phone and in person.
- Must be able to lift, push, pull and carry up to 15 pounds.

The physical demands and work environment 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 of this job.

Environmental Conditions:

- Office environment with occasional increased noise levels
- Occasionally outdoors for events

DFWP/EOE

Employee Signature

Date

Supervisor Signature

Date