



## Early Learning Coalition of Broward County, Inc.

### Job Description

**Position:** Family Services Specialist

**Reports to:** Family Services Manager

**FLSA Status:** Non-Exempt

**Position Status:** Full-time

**Grade:** 37

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**JOB SUMMARY:** This position assists families in determining their eligibility for financially assisted childcare support, and to assist them in obtaining childcare, whenever possible.

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**ESSENTIAL DUTIES AND RESPONSIBILITIES:** (This description reflects the major core duties and responsibility of the job; the employee is expected to perform these, and other job-related duties as may be required. Additions, deletions, or changes may be made to this description at any time without prior notice).

- Determines eligibility for SR and VPK services according to funding and state guidelines:
  - Receives, reviews, acts upon referrals from external referral sources and designated funders as applicable, obtaining additional information from client, as necessary.
  - Reviews documentation submitted by clients not referred by external referral sources to determine eligibility.
  - Follows all state, federal, and other funder requirements in making eligibility decisions and in prioritizing enrollment.
- Arranges for enrollment in SR and VPK services according to funding, state, and Coalition guidelines:
  - Completes all necessary paperwork with client.
  - Reviews all documents with clients that require in-person signature and explains program parameters and requirements.
  - Ensures that all paperwork is signed and ensures that all necessary documentation has been obtained and paperwork completed and that all necessary information and documentation is placed in client file.
  - Enters all enrollment and demographic information into database on the day that services are authorized.

- Verbally verifies slot availability with provider, confirms fees, and communicates enrollment with chosen provider.
- Ensures that client and provider (and referral source, as applicable) are given copies of appropriate paperwork.
- Ensures that all case action is documented in the database.
- Re-determines eligibility at predetermined periods and before the childcare end date:
  - Cross checks files pulled with monthly redetermination list to ensure that all cases are managed.
  - Manages redeterminations in date order to ensure that all redeterminations are completed by care end date.
  - Advises manager of any difficulties in meeting deadlines.
  - Logs receipt of documentation arriving via data system(s), mail, or fax, and/or sets in-person appointments as necessary for clients.
  - Ensures that clients are contacted with regards to missing documentation and that 10-day termination notices are issued as applicable.
  - Reviews client history noting any information changes.
  - Follows, as applicable, initial enrollment procedures regarding completing paperwork and assessing parent fee.
  - Ensures that client and provider (and referral source, as applicable) have access to appropriate paperwork/documentation.
  - Updates all appropriate screens in database.
  - Ensures that all updated paperwork is placed in client file.
- Arranges provider transfers requested by parents/providers:
  - Determines and documents the reason for the transfer request.
  - Counsels client, as appropriate, and refers them to Resource and Referral, as applicable, for information about quality care and for assistance in choosing a provider.
  - Completes and forwards complaint form if applicable.
  - Determines if money is owed to the current provider prior to approving transfer.
  - Verifies slot availability with new provider, confirms fees, and communicates enrollment with chosen provider.
  - Ensures that all case action is documented in the database.
- Terminates childcare services according to funding and Coalition guidelines:
  - Acts on instruction of referring worker and/or in accordance with written rules and regulations.
  - Notifies client and provider in writing ten days prior to termination and/or in accordance with policy/rules if more immediate termination is warranted.
  - Ensures that client and provider (and referral source, as applicable) receive copies of appropriate documentation.
  - Completes termination in the database and updates all necessary screens.
  - Appropriately closes file ensuring that termination notice is included.
- Ensures that all case action is documented in the database.
- Manages and maintains caseloads assigned.
- Completes tracking forms and any other data required by Coalition:
- Follows all instructions and submits data as designated by the established

deadline.

- Serves as a customer service role model to ensure a positive relationship interaction with all employees and customers:
  - Takes the time to listen to find out the customer's needs.
  - Takes the time to help the customer solve the problem.
  - Is responsive to the customer's needs.
  - Follows up with the customer to ensure customer satisfaction.
  - Communicates in a courteous and respectful manner.
  - Uses appropriate telephone techniques on a consistent basis.
- Provides clients and providers with childcare resource and referrals services:
  - Informs clients of all programs available to them through the ELC of Broward County.
  - Informs clients of other programs available in Broward County for which they might qualify.
  - Provides parents with appropriate referrals, as applicable.
- Must be able to be at work on a consistent basis with regular attendance and punctuality and be willing and able to handle all the duties and responsibilities of the position daily.
- Committed to empowering themselves and others to solve their own problems.
- Responds appropriately and effectively to the diversity of co-workers, consumers, and stakeholders.
- Performs other job-related functions and special projects, as assigned.
- Supports the ELC's mission.
- Performs all other duties that may be necessary to maintain the success of the organization.

### **COMPETENCIES:**

- Problem-Solving
- High Integrity
- Attention to Detail and Accuracy
- Good Judgement
- Organizational and multi-tasking abilities
- Communication Proficiency
- Ability to Meet Deadlines
- Customer Service Focus
- Technical Capacity

### **SUPERVISORY RESPONSIBILITIES**

- None

## **WORK ENVIRONMENT:**

- This position operates in a professional office environment and remotely.
- This role uses commonly used applications that include Advance computer skills with knowledge of Microsoft Word, Excel, PowerPoint Presentations, E-mail, and current state data systems.

## **PHYSICAL DEMANDS:**

- While performing the duties of this position, the employee is regularly required to talk and hear.
- The employee frequently is required to use hands and fingers to operate and handle keyboards and other office equipment.
- Ability to operate a motor vehicle.
- Able to sit for extended periods of time.
- Regularly required to walk and reach with hands and arms.

## **POSITION TYPE AND EXPECTED HOURS OF WORK:**

- This is a full-time non-exempt position that requires the employee to adhere to ELC's Telework Agreement.
- The work hours are typically Monday through Friday, 8:30 AM – 5:00 PM.
  - This position may work nights, weekends, and holidays.
  - This position may regularly work longer hours.

## **REQUIRED EDUCATION AND EXPERIENCE:**

- High School Diploma or equivalent.
- Minimum of two (2) years' experience in an office environment or related work experience. i.e., eligibility determination, provision of services under a county or state contract preferred.
- Computer skills to MS Outlook, Word, PowerPoint, and Excel.

## **PREFERRED EDUCATION AND EXPERIENCE:**

- AA degree preferred
- Knowledge of state data systems including the Enhanced Field System (EFS) is a plus.

## **ADDITIONAL REQUIREMENTS:**

### **Background Checks**

Employment in this position is contingent upon obtaining and maintaining satisfactory:

- Verification of Required Education and/or Credentials
- Background Check
- Drug Screen
- Valid Florida Driver License
- Valid Automobile Insurance – if necessary
- Access to Reliable Transportation – if necessary
- E-Verify
- High Speed Internet Access that can be maintained daily, with at least 50Mbps when working in a secure home location.

REASONABLE ACCOMMODATION WILL BE MADE FOR AN OTHERWISE QUALIFIED INDIVIDUAL WITH A DISABILITY.