



Early Learning Coalition of Broward County, Inc.

Job Description

Position: Family Service Specialist

Reports to: Family Services Manager

FLSA Status: Non-Exempt

Position Status: Full-time

Grade: 37

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

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 on a daily basis.
- 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.
- Support the ELC's mission.
- Perform all other duties that may be necessary to maintain the success of the organization.

COMPETENCIES:

- Problem-Solving
- Organizational and multi-tasking abilities
- Communication Proficiency
- Customer Service Focus
- Technical Capacity

WORK ENVIRONMENT:

- This position operates in remotely within the State of Florida.
- 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.
- Must have access to High-Speed internet connection with at least 50 Megabits (Mbps)
- The employee will establish an appropriate work environment within his/her home for work purposes only in the State of Florida.

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 remote position which requires the employee to adhere to ELC's Telework Agreement.
- The hours of work 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 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 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
- Level II Background Check
- Drug Screen
- Valid Florida Driver License
- Valid Automobile Insurance – If applicable
- Access to Reliable Transportation – If applicable
- E-Verify

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