



Early Learning Coalition of Broward County, Inc.

JOB DESCRIPTION

Position: Family Services Specialist II - Training

Reports To: Family Services Manager, Training

FLSA Status: Non-Exempt

Position Status: Full-Time

JOB SUMMARY: The Training Support Specialist serves in a support capacity in staff training, and may independently handle a variety of situations involving interactions with providers and parents.

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.)

- Supports the Family Services Manager Trainer by facilitating professional development training; i.e. program specific training, and as needed, initial eligibility training and refresher training.
- Provides follow-up support for new staff after training by reviewing 100% of files for the first 30 days after training, and 50% of files the next 30 days after training.
- Reviews a prescribed number of school readiness eligibility files monthly. Reviews must be completed timely and identify any corrections as needed.
- Assigns case corrections to Family Services Specialists resulting from QA reviews, and ensures timely correction.
- Addresses Data Accuracy report errors with applicable Family Services Specialists.
- Assists with processing provider transfer requests during peak periods.
- May assist senior supervisors with assigning cases to Family Services Specialists for review and processing.
- Interviews parents and determines eligibility for child care services.
- Updates and maintains parent information in the statewide database.
- Maintains and updates case file notes.
- Serves as the parent contact for all Coalition related initiatives, including the Parent Ambassador Program.
- Performs related duties as required.

- Organizational skills
- Problem Solving skills
- Attention to detail
- Team Player
- Patience
- Collaboration and communication

SUPERVISORY RESPONSIBILITIES:

- None

WORK ENVIRONMENT:

- This position operates in a professional office environment.
- 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.
- Able to sit for extended periods of time.
- Regularly required to walk and reach with hands and arms.
- Required corrected vision and hearing to normal range.

POSITION TYPE AND EXPECTED HOURS OF WORK:

- This is a full-time position.
- The office hours of work are typically Monday through Friday, 8:30 am- 5 pm. This position may work nights, weekends and holidays.

REQUIRED EDUCATION AND EXPERIENCE:

- High School Diploma or equivalent. Bachelor's Degree preferred.
- At least 2 years in an office environment or related work experience i.e. eligibility determination, provision of services under a county or state contract is preferred.
- Demonstrate strong written and interpersonal communication skills.
- Advanced Computer skills to include MS Outlook, Word, PowerPoint, and Excel.
- Maintain schedule flexibility for occasional evening and weekend activities.
- Experience analyzing program procedures and practices to identify barriers and impediments to achieving goals and making recommendations for improvement.

- Strong organizational and effective time management and communication skills, including speaking, listening, and writing.
- Strong ability to effectively resolve and cope with immediate crisis situations.
- Proven efficacy both in an independent and team-oriented setting.
- Strong ability to represent the interests of the agency, interact effectively with a diverse group, and be at ease building successful collaborations with program participants, staff, and stake holders.
- Customer service orientation

ADDITIONAL REQUIREMENTS:

Background Checks

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

- Level II background check
- Drug screen
- E-Verify
- Current and valid FL Driver's license
- Educational verification

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