

EARLY LEARNING COALITION OF PASCO AND HERNANDO COUNTIES, INC.

JOB DESCRIPTION: FAMILY SERVICES SPECIALIST

REPORTS TO: FAMILY SERVICES SUPERVISOR



STATUS: Non-Exempt

SALARY RANGE: \$39,000 - \$65,000

The Coalition is a fully tobacco-free environment, to include the interior and exterior of all premises and Coalition-owned vehicles.

This position, under the supervision of the Family Services Supervisor, demonstrates program knowledge in the qualification of children and families for School Readiness (SR) and Voluntary Pre-Kindergarten (VPK) services. This position is also responsible for discussing with parents their childcare needs and providing appropriate childcare resources. This position requires moderately complex job skills, knowledge of office practices/procedures, basic math skills, strong verbal and written communication skills, strong customer service skills, basic computer knowledge and data entry skills.

Requirements:

- High school diploma or equivalent;
- AA degree in related field and CDA preferred;
- Two (2) plus years of direct or related work in a professional environment;
- May require some local/regional travel for trainings and/or parent eligibility meetings;
- Knowledge of rules and regulations as applied to program eligibility;
- Must clear background screening and drug test;
- Ability to bend, lift and carry up to 25 pounds.

Responsibilities:

- Review document submissions to certify/re-certify eligibility, sometimes requiring face to face interviews with families;
- Track clients who did not complete the SR eligibility process or who have not submitted requested paperwork to complete recertification. Prepare necessary termination notices;
- Maintain efficient flow of processes for completion of eligibility;
- Answer family and provider questions, whether in person, online and/or on the phone, pertaining to eligibility, parent fees, etc.;
- Call employers to verify employment when questions arise concerning client employment;
- Communicate with appropriate agencies to obtain information necessary to determine family's eligibility;
- Discuss resolution of emergency situations pertaining to client eligibility with supervisor;
- Able to communicate and work effectively with co-workers and the public;

- Ability to make decisions in accordance with regulations or policy and apply these to work-related issues;
- Achieve Child Care Resource & Referral (CCR&R) designation;
- Assume responsibility for Resource and Referral intakes and listings, including phone contacts, mailings, documentation, data input and record maintenance;
- Attend required trainings and other Child Care Resource and Referral events as appropriate and as directed by supervisor;
- Other duties as assigned by management.

This position is contingent upon availability of funds.

Assignment Location:

Individuals may be assigned by management, on a permanent or temporary basis, to a Coalition office located in Pasco or Hernando County.

I, _____, have read the requirements as listed above. I understand and accept the duties and responsibilities as described.

Employee

Date

Supervisor

Date

Updated – 6/1/2022