

JOB DESCRIPTION

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| POSITION: | Client Services Counselor: Eligibility |
| DEPARTMENT: | Programs |
| REPORTS TO: | Compliance Director |
| Wage & Hour Status: | Non-exempt / Full-time |
| Date: | January 2019 |
| Pay Grade: | 110 |
| Salary Range: | \$12.01 – \$18.27/hour (\$24,999.94 – \$37,999.10) |

PURPOSE: To be the link for parents to the School Readiness (SR), Voluntary Pre-kindergarten (VPK), Child Care Resource and Referral (CCR&R) programs as well as additional family programming offered by ELCMC.

PRIMARY DUTIES AND RESPONSIBILITIES:

Works in concert with other team members, as required, on all projects relating to client eligibility, redetermination, CCR&R and additional ELCMC programs including:

- Conduct CCR&R orientation, assisting parents with unbiased CCR&R services to obtain the best quality child care placement and supporting information
- Accurately enter, update, maintain, and retrieve information from the Statewide Information System including data records, and case notes for parents, children and providers, as required
- Acting as a conduit for parents/families seeking child care assistance for children who may need special or non-traditional care
- Determining client funding types, billing groups, eligibility codes and other information related to program/service eligibility
- Verifying income and documenting parent co-payments
- Providing information and assisting parents to understand the rules and responsibilities of the SR and VPK programs
- Conducting interviews with clients who seek services based on referrals from DCF/designated agencies or Welfare Transition who may not require an advance appointment, as well as clients complying with continued eligibility requirements and redetermination
- Communicating essential SR, VPK and CCR&R information to child care providers on a timely basis, as needed
- Effectively performing job duties and communicating within the parameters of ELCMC policies, verbally, physically, and in writing
- Ensures that all information of confidential nature is held in a secure and confidential manner
- Provides telephone consultations with parents and educates on the documentation needed for SR and VPK eligibility, including all forms of communication (email, face-to-face, telephone, fax, and applicable, secure web-based systems)
- Respond to requests for information from clients/providers timely and within the client confidentiality guidelines

- Attend, and assist with, a minimum of two community outreach events annually outside regularly scheduled operating hours of the Coalition, including evenings and weekends
- Attend a minimum of two professional development trainings annually as approved by the Chief Executive Officer
- Other duties as assigned

MINIMUM QUALIFICATION:

Education and Experience:

Associates degree in relevant area preferred. High school diploma or equivalent with a minimum of three years' work in a business, office, case management or early childhood setting.

Knowledge, Skills and Abilities:

Ability to speak, interpret and translate Spanish is a positive asset for the position.

Requires excellent interpersonal skills as well as the ability to interact with all levels of management.

Must have strong computer skills, including proficiency with Microsoft Office Suite. Knowledge of EFS system preferred.

Should be creative, energetic, a self-starter, and able to prioritize.

Able to work independently with minimal supervision.

Requirements:

Obtain and maintain Child Care Resource and Referral Specialist Certification prior to the completion of the fourth month of employment.

Maintain valid CPR/First Aid Certification.

While performing the duties of this job, the employee is regularly required to stand; walk; sit for extensive periods of time; use hands and fingers to operate a computer and telephone keyboard and calculator; reach with hands and arms; and stoop, kneel or crouch. In addition, the employee will occasionally lift and/or move up to 50 lbs.

Must submit to and pass a local and national background screening, including fingerprinting.

Must have a valid Florida Driver's License, safe driving record, and automobile insurance.

Must be subject to drug screening.

Ability to work flexible hours/schedule, i.e. Saturdays and evening hours.

Work Environment:

Works primarily in an office environment.

THIS DESCRIPTION in no way states or implies that these are the only job duties to be performed by the employee incumbent in this position. Employee will be required to follow any other job-related instructions and perform any other job-related duties requested by any person authorized to give instructions or assignments.

This description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties, responsibilities, and requirements are essential to the job. Job functions and requirements are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent will possess the skills, aptitudes and abilities to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

By signing below, I acknowledge to understand the above job description and wholly agree to fulfill the duties set forth to continue my employment with the Coalition.

Name

Date