ELCMC Early Learning Coalition of Marion County, Inc.

www.elc-marion.org

2300 SW 17TH Road
Ocala, FL 34471 Phone (352) 369-2315 Fax (352) 369-2475

JOB DESCRIPTION

POSITION:	Client Services Counselor: Quality I – Contracting, Monitoring and Program Assessment
DEPARTMENT:	Programs
REPORTS TO:	Quality Coordinator I
Wage & Hour Status:	Non-Exempt / Full-time
Date:	January 2022
Pay Grade:	110
Salary Range:	$18.01 – $25.50 / Hour

PURPOSE: To provide training, technical assistance, assessment, and monitoring services to School Readiness providers in School Readiness (SR) and Voluntary Prekindergarten (VPK) classrooms/care areas to promote high quality early learning opportunities for children.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Determine eligibility of SR and VPK Providers. Assist with contracting procedures, as necessary.
- Effectively communicating SR, VPK and Resource and Child Care Resource & Referral (CCR&R) information to childcare providers on a timely basis.
- Provide technical assistance to childcare providers based on request and/or monitoring results.
- Assist existing, new, and potential SR/VPK providers with acquiring information and completion of the provider on boarding process.
- Maintain the Coalition side of the Department of Early Learning (DEL) Provider Services Portal and ensure continuous compliance throughout fiscal year.
- Work with Quality Coordinators to assist with the development of quality early learning programs created based on grant awards and DEL Statewide Initiatives, as necessary.
- Monitor quality improvement plans for SR and VPK providers.
- Reports any non-compliance issues found to the appropriate department head and including the appropriate reporting to the Abuse Hotline or other appropriate entities.
- Immediately report to management questionable documentation identified during the monthly reimbursement and auditing process.
- Verify provider attendance rosters for accuracy and ensures/applies coalition payment policies are followed when recording attendance for payment purposes as needed.
- Review electronic files that have been uploaded to the shared company file or the Statewide Information System.
- Performs audits, as assigned by supervisor by analyzing source documentation to ensure accuracy and completeness.
- Works with management to establish, implement, monitor, and revise processes as needed with internal customers/departments.
- Reconciles source documentation to the provider invoice and payment details.

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- Verify SR and VPK program childcare enrollment/attendance certification corresponds with daily sign in/out sheets of contracted providers for accuracy of payment.
- Conduct on-site monitoring of contracted School Readiness/VPK providers to ensure compliance with contractual requirements.
- Perform CLASS Observations to support quality initiatives and to meet the requirements of program assessment for SR providers.
- Input data into WELS system pertaining to CLASS Observations and provide detailed information timely to providers on their CLASS Observation reports and scores as required by statute and rule governing ELCMC.
- Assist providers with the implementation of Teaching Strategies GOLD Child Assessment for school readiness children.
- Present publicly in written, verbal, electronic, and face-to-face forums to community partners, providers as appropriate.
- Ensure that all information of confidential nature is held in a secure and confidential manner.
- Conduct monitoring and follow up reporting of Health & Safety Violations as determined by the Department of Children and Families (DCF).
- Review necessary reports to determine provider compliance.
- Respond to requests for information from clients/providers timely and within the client confidentially guidelines.
- Interpreting and effectively communicating Coalition policies verbally and in writing.
- Attend, and assist with, a minimum of three 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 your department officer.
- Contribute to a harmonious working environment and support staff in the promotion of Coalition strategies and goals.

SECONDARY DUTIES AND RESPONSIBILITIES:

- Work with Quality Coordinators to research, provide feedback and create purchase orders for quality classroom materials, provider workroom materials, training materials, technical assistance, and professional development incentives.
- Check in materials received to ensure items match purchase order and organize material appropriately.
- Develop a distribution plan for quality materials within a timely manner of receiving it.
- Coordinates with necessary ELCMC Departments to develop a year-long professional development needs analysis and plan based on monitoring outcome trends, DCF Licensing requirements for childcare providers, School Readiness Health and Safety requirements, best practices across the field of early learning, and other relevant data.
- Coordinates every aspect of professional development opportunity for childcare providers available through the Early Learning Coalition including, but not limited to researching topics, planning and execution of professional development training sessions, coordinating training registration, following up on participant needs after training is conducted based on Core Competencies or early learning and the ELCMC Plan.

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- Work with Quality Coordinators to facilitate new provider orientation.
- Responsible for coordinating and maintaining the Provider Workroom schedule, material inventory, maintenance.
- Work with Quality Coordinators to develop Provider Meeting, Newsletter, and social media content.
- Provide telephone consultations with parents and educates on the documentation needed for SR and VPK eligibility.
- Assist with customer service and phone answering in the front office as needed.

MINIMUM QUALIFICATIONS:
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.

Attainment of the following Certifications required by a date to be determined by the Chief Program Officer:

- Classroom Assessment Scoring System Observer Certification – Infant, Toddler, Pre-K tools
- Child Care Resource & Referral Specialist Evaluation Certification (CCR&R Certification)

Knowledge, Skills, and Abilities:

Familiarity with the private childcare community in Marion County is a plus.

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

In addition, preference will be given to applicants with knowledge and experience in the areas of:

- Developmentally appropriate practices in early childhood education
- Teacher training and curriculum development and implementation
- Preparation of lesson plans and teaching materials
- Experience with the CLASS Observation tool, Ages and Stages Questionnaire, and Teaching Strategies GOLD
- Direct knowledge of early education and childcare in Marion County.

Maintain schedule flexibility to support periodic evening and weekend trainings/events.

Requirements:

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, good driving record, and automobile insurance.

Must have reliable transportation.

Must submit to and pass a drug screening.

Must maintain a valid CPR/First Aid Certification.

Telecommute eligible, if applicable.

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Ability to work flexible hours/schedule, (i.e., occasional Saturday/Sunday and evening hours) on occasions and ability to work off-site in different settings throughout the community.

Work Environment:

Works in an office environment with regular travel to childcare provider sites.

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 fulfil the duties set forth to continue my employment with the Coalition.

_____ _____

Name Date