JOB DESCRIPTION

POSITION: Client Services Counselor: Compliance
DEPARTMENT: 410 Operations: Compliance
REPORT TO: Program – Compliance Director
Wage & Hour Status: Non-Exempt / Part-time
Pay Grade: 110 CSC / Staff Support
Hiring Range: $18.01 – $19.81 / Hour

PURPOSE: To provide monitoring to parent and provider files and all required elements pertaining to School Readiness (SR) and the Voluntary Pre-Kindergarten (VPK) programs to ensure compliance with internal and external policies and procedures, as well as various State and Federal statutes, rules, and regulations.

PRIMARY DUTIES AND RESPONSIBILITIES:

• Monitors and verifies client funding types, billing groups, eligibility codes, and other information related to program/service eligibility and accurate provider payments.
• Verifies provider attendance rosters for accuracy per rule (6M-4.500 F.A.C., 6M-8.305, F.A.C.).
• Ensures Coalition payment policies are applied and followed when entering attendance for payment purposes into the statewide information system.
• Reports any non-compliance issues found to the appropriate department head.
• Immediately report to management questionable documentation identified during the monthly reimbursement and auditing process.
• 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.
• Verifies SR and VPK program child care enrollment/attendance certification corresponds with daily sign in/out sheets of contracted providers for accuracy of payment.
• Conducts on-site monitoring of contracted VPK and SR providers to ensure compliance with contractual requirements.
• Provides technical assistance to child care providers using various means of communication.
• Documents provider contacts in electronic file following established procedures.
• Responds to requests for information timely and within confidential guidelines.
• Reviews electronic files that have been uploaded via an authorized Coalition portal.
• Provides technical assistance to contracted providers regarding School Readiness/VPK payment guidelines and regulations.
• Provides exceptional customer service to internal and external customers including contracted providers and other Coalition staff.
• Works in concert with other team members, as required, on all Coalition programs/projects.
• Communicates essential SR and VPK information to contracted providers on a timely basis.
• Interprets and effectively communicates Coalition policies and procedures, verbally and in writing.
• Interprets and effectively communicates State rules and regulations, verbally and in writing.
• Collaborates with DCF Licensing and other partners as appropriate.
• Monitors the Childcare Administering Regulation & Enforcement System (CARES) for licensing violations.
• Processes Health and Safety Inspections that contains compliance/noncompliance issues with the SR Program Health and Safety Standards.
• Assists with customer service and front desk coverage as needed.
• Attends scheduled conference calls, webinars, and trainings, as necessary.
• Attends and assists with community events outside regularly scheduled operating hours of the Coalition, including evenings and weekends.
• Other duties as assigned by management staff.

MINIMUM QUALIFICATIONS:
Education and Experience:
• High School Diploma.
• One year experience in business, office, case management, or early childhood setting.

Knowledge, Skills, and Abilities:
• Proficiency with Microsoft Office Programs (with emphasis on Outlook, Word, and Excel).
• Proficient with web-based applications.
• High degree of integrity and honesty.
• Creative and energetic self-starter who is organized and able to prioritize and meet deadlines.
• Works independently with minimal supervision in a fast-paced environment.
• Excellent interpersonal skills as well as the ability to interact with all levels of management.
• Works and communicates effectively with people of diverse backgrounds and socio-economic levels.
• Performs mathematical calculations.
• Gains knowledge of eligibility data for applicants.
• Familiar with the private child care community in Marion County.
• Travels to all areas of Marion County to perform required site visits.
• Knowledge of the Department of Children and Families (DCF) Licensing Standards.
• Stays abreast of new program requirements and compliance trends with violations of child care providers.
• Excellent communication skills, both written and oral.

PREFERRED QUALIFICATIONS:
Education and Experience:
• Associate degree in related field.
• Two years’ working in an early childhood field.
• Knowledge of Statewide Information System.
Requirements:

- Ability to stand; walk; sit for extensive periods of time; use hands and fingers to operate a computer and telephone keyboard and 10-key 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must submit and pass a level 1 background screening and E-Verify requirements.

- Requires a valid Florida Driver’s License, good driving record, and automobile insurance.

- Submit and pass a drug screening.

- Telecommute eligible, if applicable for portions of position.

- Work flexible hours/schedule, as needed.

Work Environment:

Works primarily in an office environment.

Approximate travel: 40 %

THIS JOB DESCRIPTION includes, but is not limited to, the above information. This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship. I have read the job description and have been given an opportunity to ask questions and offer suggestions. I understand that I am responsible for the duties listed and that my performance of said duties will be included in my performance evaluation.

By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the Coalition.

__________________________________  _____________________
Name                                                                 Date