

JOB DESCRIPTION

POSITION:	Client Services Counselor: Provider Relations
DEPARTMENT:	510 Programs: Provider Relations Department
REPORTS TO:	Provider Relations Manager
Wage & Hour Status:	Non-Exempt / Full-time
Pay Grade:	110 CSC/ Staff Support
Hiring Range:	\$18.01 – \$19.81 / 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.

DUTIES AND RESPONSIBILITIES:

- Determine eligibility of SR and VPK Providers to 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, program assessment, 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 Managers 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.
- 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.
- Provides technical assistance to child care providers based on request and/or monitoring results.
- 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 the Coalition.
- Ensure that all information of confidential nature is held in a secure and confidential manner.
- 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.
- Work with Quality Managers to facilitate new provider orientation.
- Work with Quality Managers to develop Provider Meeting, newsletter, and social media content.

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- Attends scheduled conference calls, webinars, and trainings, as necessary.
- Attends and assist 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 work experience 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:

- Proficiency with Microsoft Office Programs (with emphasis on Outlook, Word, and Excel).
- Proficient with web-based applications.
- High degree of integrity and honesty.
- Excellent interpersonal skills as well as the ability to interact with all levels of management.
- Works and communicates with people from multi-cultural backgrounds and socio-economic levels.
- 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.
- Familiarity with the private childcare community in Marion County is a plus.
- 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.

PREFERRED QUALIFICATIONS:

Education and Experience:

- Associates degree in early childhood or related field.
- Two years' work experience in a business, office, case management or early childhood setting.
- Fluent in Spanish is a positive asset for the position.

Requirements:

- Ability 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. 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.



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Work Environment:

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

Approximate travel: 10 %

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