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## JOB DESCRIPTION

<b>POSITION:</b>	Client Services Counselor - Eligibility
<b>DEPARTMENT:</b>	420 Operations: Family Service
<b>REPORTS TO:</b>	Chief Operations Officer
<b>Wage &amp; Hour Status:</b>	Non-Exempt / Part-time
<b>Pay Grade:</b>	110 CSC / Staff Support
<b>Salary Range:</b>	\$18.01 – \$19.81

**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.

### 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:

- Assist the Chief Operations Officer with maintaining the School Readiness Application and Wait List Management process.
- 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.
- Conduct CCR&R intakes, assisting parents with unbiased CCR&R services to obtain the best quality childcare 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 childcare assistance for children who may need special or non-traditional care.
- Providing information and assisting parents to understand the rules and responsibilities of the SR and VPK programs.
- Working with other Directors, as appropriate, to assist with projects to ensure Coalition's goals are achieved.

- Communicating essential SR, VPK and CCR&R information to childcare 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.
- Attend and assist with community outreach events annually outside regularly scheduled operating hours of the Coalition, including evenings and weekends.
- Attends scheduled conference calls, webinars, and trainings, as necessary.
- Assist with customer service and front desk coverage if needed.
- Other duties as assigned by management staff.

**MINIMUM QUALIFICATIONS:**

**Education and Experience:**

- High school diploma 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.

**PREFERRED QUALIFICATIONS:**

**Education and Experience:**

- Associates degree in relevant area with a minimum of five years’ work in a business, office, case management or early childhood setting.

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

- Must have a valid Florida Driver’s License, safe driving record, and automobile insurance.
- Submit and pass a drug screening.
- Telecommute eligible, if applicable for portions of the position.
- Work flexible hours/schedule, as needed.

**Work Environment:**

Works primarily in an office environment.

**Approximate travel:** Less than 5%

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