
JOB DESCRIPTION

POSITION: Client Service Counselor: Compliance
DEPARTMENT: 410 – Compliance
REPORTS TO: Programs Compliance Director
Wage & Hour Status: Non-Exempt / Part-time
Pay Grade: 110: CSC / Staff Support
Hiring Range: \$20.00 – \$22.00

PURPOSE: To ensure all issues of noncompliance relating to the health, safety, and well-being of children in care for contracted providers in the School Readiness (SR) and Voluntary Prekindergarten programs (VPK) to ensure compliance with internal and external policies and procedures, as well as various State and Federal statutes, rules, and regulations.

DUTIES AND RESPONSIBILITIES:

- Monitor the Childcare Administrating Regulation & Enforcement System (Cares) for licensing violations that occur within a two-year period and progressively enforce any licensing violations pursuant to the Statewide Provider Contract.
- Monitor and maintain the CARES tracking log for each contracted SR provider annually for Tier 1 compliance of the Statewide School Readiness and Provider Contract Monitoring Tool.
- Process Health and Safety Inspections that contain compliance/noncompliance licensing violations of School Readiness or DCF/SR standards.
- Process and follow up with providers for Corrective Action Plans for noncompliance issues with the SR Program Health and Safety Standards.
- Place providers on probation and monitor the provider’s probationary status if the Coalition concludes that a SR provider has received a Class I Violation, a corrective action notice for the same violation two or more times or has had multiple corrective action plans within the contract year.
- Effectively communicate monitoring results verbally and in writing to the provider in a timely manner.
- Collaborate with DCF Licensing and other partners as appropriate.
- Communicate and update the Program Compliance Director regularly on non-compliant issues and providers who have received Class I Violations.
- Collaborate with DCF Licensing on issues related to the SR Program Health and Safety Standards as appropriate.
- Request Technical assistance to the Quality Initiatives Department for providers who need assistance with maintain compliance with the School Readiness program.
- Responsible for reviewing and approving submitted corrective action plans.

- Responsible for notifying providers who have not satisfactorily completed a corrective action plan or terms of probation.
- Assist with the development of improvement plans as needed for providers who have been placed on a probationary status.
- Assist with scheduling and completing on-site SR Monitors and VPK monitors when needed.
- Verifies SR and VPK program child care enrollment/attendance certification corresponds with daily sign in/out sheets of contracted providers for accuracy of payment.
- Assist with monitoring of parent and provider files and all required elements pertaining to School Readiness and Voluntary Prekindergarten programs to ensure compliance with internal and external policies and procedures.
- Assist with daily functions of the Compliance and Quality Initiatives Department, including filing/scanning documents.
- Contribute to a harmonious work environment and support staff in the promotion of ELCMC strategies and goals.
- Ensure that all information is held in a secure and confidential manner.
- Attend scheduled conference calls, webinars, and training, as necessary.
- Attend and assist with a minimum of two community events outside the 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.
- 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:

- Must have strong computer skills, including proficiency with Microsoft Office Suite (with emphasis on Outlook, Word, and Excel). Knowledge of Statewide Information System preferred.
- Proficient with web-based applications.
- Requires excellent interpersonal skills and the ability to work effectively with people of diverse backgrounds as well as interact with all levels of management.
- Ability to perform mathematical calculations.
- Ability to gain knowledge of eligibility data for applicants.
- Should be familiar with the private childcare community in Marion County.
- Ability to operate common office equipment, including a 10-key calculator.
- Ability to speak, interpret and translate Spanish is a positive asset for the position.
- Creative and energetic self-starter who is organized and able to prioritize and meet deadlines with minimal supervision.
- Proficiency in oral and written communication, attention to detail, and flexibility.
- Must be willing to travel throughout Marion County to perform required site visits.

- Knowledge of the Department of Children and Families (DCF) Licensing Standards.
- Stay abreast of new program requirements, and compliance trends with violations of childcare providers.
- Well-developed communication skills, both written and oral.

PREFERRED QUALIFICATIONS:

Education and Experience:

- Associates degree in relevant field.
- Two years’ experience in business office, case management, or early childhood setting.

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 level 1 background screening and E-Verify requirements.
- Requires a valid Florida Driver’s License, good driving record and automobile insurance.
- Must have reliable transportation.
- Must submit and pass a drug screening.
- Telecommute eligible, if applicable.
- Ability to work flexible hours/schedule, i.e., occasional Saturdays and evening hours. on occasion and ability to work off-site in different settings throughout the community.

Work Environment:

Works primarily in an office environment.

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