Early Learning Coalition of Marion County

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JOB DESCRIPTION

POSITION: Client Services Counselor – Eligibility
DEPARTMENT: 420: Family Services
REPORTS TO: Family Services Manager
Wage & Hour Status: Non-Exempt / Full-time
Pay Grade: 110 – CSC / Staff Support
Hiring Range: $20.00 – $22.00 / Hour

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 the Coalition.

DUTIES AND RESPONSIBILITIES: Works in concert with other team members, as required, on all projects relating to client eligibility, redetermination, CCR&R and additional Coalition programs including:

- Conduct CCR&R orientation, 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.
- Assist the Family Services Director and Manager with maintaining the School Readiness Application and Wait List Management process.
- Providing information and assisting parents to understand the rules and responsibilities of the SR and VPK programs.
- Work 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 Coalition policies, verbally, physically, and in writing.
- Ensure that all information of confidential nature is held in a secure and confidential manner.
- 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.
- Assist with customer service and front desk coverage when needed.
- Other duties as assigned by the management team.

Organizational & Professional Responsibilities:

- Participates in Coalition, DOE/DEL, and partner meetings, trainings, and webinars to maintain current knowledge of regulatory changes, and best practices.
- Performs other related duties as assigned to support program integrity, fiscal accountability, and operational effectiveness.
- Participate in and support a minimum of two Coalition-sponsored and community events outside normal business hours, including evenings and weekends, as required.

MINIMUM QUALIFICATION:

Education and Experience:

- High School diploma.
- One year's work experience in a business, office, case management or early childhood setting.
- Obtain and maintain Child Care Resource and Referral Specialist Certification prior to the completion of the fourth month of employment.

Knowledge, Skills, and Abilities:

- Proficiency with Microsoft Office Programs (with emphasis on Outlook, Word, and Excel).
- Proficient with web-based financial and reporting systems.
- High level of integrity, discretion, and professional judgement.
- Strong analytical, organizational, and communication skills.
- Ability to work effectively with diverse populations and stakeholders.
- Ability to prioritize, meet deadlines, and work independently in a fast-paced environment.
- Works independently with minimal supervision in a fast-paced environment.

PREFERED QUALIFICATION:

Education and Experience:

- Associate's degree from an accredited college or university in early childhood or relevant area.
- Two years' work experience in a business, office, case management or early childhood setting.

Requirements:

- Ability to sit, stand, and walk for extended periods; use hands and fingers to operate a computer, calculator, and telephone; reach, stoop, kneel, or crouch as needed.
- Ability to occasionally lift and/or move up to 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- Employment is contingent upon successful completion of a Level I screening in accordance with Florida Statutes (s. 435.04, F.S.) and Division of Early Learning (DEL) requirements, including E-Verify.
- Must have reliable transportation.
- Must submit and pass a drug screening.
- Documentation of education, credentials, and required clearances must be maintained in the employee personnel file in accordance with DEL monitoring and audit requirements.
- Telework/telecommuting may be permitted for portions of the position, subject to operational needs and management approval.
- Must be able to work a flexible schedule, which may include occasional evenings and Saturdays, and perform work at off-site locations throughout the community as required.

- 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.
- Occasional travel within the service area may be required to attend meetings, trainings, provider visits, or perform job-related duties at off-site community locations.

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 acknowledge that I am able to perform the essential functions of this position, with or without reasonable accommodation, and understand that continued employment with the Coalition is contingent upon satisfactory performance of these duties.

_____ _____

Name Date