

## POSITION DESCRIPTION

<b>Position Title:</b>	Family Services Specialist	<b>Incumbent:</b>	
<b>FLSA Status:</b>	Non-Exempt	<b>Appointment Date:</b>	
<b>Revision Date:</b>	April 2021	<b>Supervisor:</b>	Family Services Administrator
<b>Job Class:</b>	886	<b>Position #:</b>	

## Position Description

### 70%

- Determine eligibility for School Readiness services in accordance with Florida Statute, Administrative Code, and state and local policies and procedures.
- Collect required documentation to verify income, family size, birth dates, and any other required eligibility documentation. Accurately determines parent fees based on the information collected.
- Manage DCF referrals and referring worker follow up to ensure referrals are received and complete according to rule.
- Complete enrollments, transfers and terminations in the SSIS ensuring correct care levels, schedules and fee assignments.
- Monitor SSIS queues for incoming alerts that require case action/follow up.
- Follow up with providers by communicating relevant information related to enrollments, transfers and terminations Provides in-person and telephone technical assistance with families to explain how to navigate and or workaround a technical issue in the SSIS.
- Process eligibility with an accuracy rate that correlates to years of experience.

### 25%

- Provide resource and referral services for parents and caregivers as delineated by the State of Florida Child Care Resource and Referral Program requirements. Provides unbiased, computer generated referrals for traditional and non-traditional child care options based on the client's individual circumstances and preferences. Completes a CCR&R intake form in the SSIS in the database of all parent/family inquiries.
- Provide in-person and telephone consultations with families and inform clients of School Readiness and/or VPK rules, policies and procedures.
- Follow up on non-attending children when reported by provider and/or reimbursement.

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- Participate in all ELCB required training programs and staff meetings to stay up-to-date on all local, state and federal rules and regulations relating to child care.
- Call families in pending update to review the process and documents needed for a successful redetermination or review.
- On a daily basis, manage spreadsheet which identifies all upcoming redeterminations and reviews. Specialist is required to determine appropriate case actions based on specific circumstances and knowledge of funding categories.
- Fraud research/investigation - Report any suspicion of fraud to Administrator.
- Collaborate with Screening & Assessment Specialists to ensure that the Ages & Stages Questionnaire (ASQ) or other state approved screening tool has been completed during the initial determination of eligibility process for all children served from birth to kindergarten entry (66 months).
- Participate in outreach events.
- Cover front desk duties, as assigned.
- Case corrections.
- Wait list management; generate funding notifications.
- Report claims of abuse and/or neglect as defined in the Coalition's policies.
- Offer ideas and suggestions for enhanced program delivery.

5%

- Other duties and responsibilities as assigned.

## Knowledge, Skills, and Abilities

**Knowledge** of: Microsoft Office products; applicable federal, state, and local laws related to the School Readiness, VPK and CCR&R programs.

**Skilled** in: detail orientation; organizational skills; multi-tasking; time management.

**Ability** to: communicate effectively and; represent the Coalition in a highly professional manner; maintain a high level of confidentiality; work with minimal supervision.

## Required Licensure/Certification

A mandatory drug screening and background check will be performed on the successful application.

Must possess a valid Florida's driver's license and current automobile liability insurance policy.

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**Minimum Qualifications**

Associates degree in relevant field. Preferred BS in social work, or psychology or BA in business administration, public administration, non-profit management, business management or similar relevant field. Partial degree completion will be evaluated on a case-by-case basis.

Verifiable professionally-related experience.

*An equivalent combination of related education and/or experience may be substituted for the requirements above as approved by the Executive Director.*

***This job description in no way states or implies that these are the only job duties to be performed by the employee incumbent in this position. The employee will be required to follow any other job-related instructions and perform any other job-related duties requested by any person authorized to give instructions or assignments.***

*I acknowledge that I have read and understand the expectations for the successful performance of this job. I also acknowledge that that this document does not create an employment contract. My employment at Early Learning Coalition of Brevard County is at will.*

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Family Services Specialist

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Date

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Family Services Administrator

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Date