



## JOB DESCRIPTION

“Connecting Families to Quality Early Learning”

**Program:** Early Learning Resource Center

**Job Title:** Family Specialist ELRC Region 1

**Reports to:** Family Services Supervisor

**Status:** Non-Exempt, Full-time

**Job Summary:** Responsibilities include conducting a thorough exploration of the service needs of families and available options concerning child care services, making appropriate referrals; scheduling and completing eligibility determinations and redeterminations accurately and completely; and providing clients with the rules and regulations for participation in the subsidized child care program and assisting them in the process of application, enrollment, and continued eligibility.

### Examples of Essential Duties and Responsibilities:

- Maintains a thorough knowledge of required policies, procedures, and regulations.
- Informs Family Specialist Supervisor of identified problems with clients and recommends corrective actions.
- Respect and maintain confidentiality with regard to the program, clients, and staff.
- Conducts thorough exploration of the service needs of families.
- Works closely with Resource Specialist to determine available options concerning child care services, and makes appropriate referrals to families.
- Completes documentation and maintains records of all referrals made and information distributed to families.
- Schedules and completes eligibility determinations and redeterminations accurately and completely.
- Provides clients with the rules and regulations for participation in the subsidized child care program and assists them in the process of application, enrollment, and continued eligibility, via Face to Face Meetings.
- Communicates with families and providers regarding the enrollment of children.
- Uses PELICAN for tracking important dates.
- Issues all required notices in a timely manner.
- Retains appropriate eligibility documentation in each client's virtual file in accordance with regulations and procedures.
- Provides assistance to accountant clerks answering questions regarding child accounts to be processed for invoicing through PELICAN.
- Works with supervisor to determine when enrollment can occur based on funding availability.
- Maintains a good working relationship with parents, providers, co-workers, other agencies and entities to ensure that the program is well received in the community.
- Attend workshops, seminars, conferences, meetings, and trainings with overnight travel occasionally required.



- Other duties as necessary for the success of the ELRC.

Perform routine office tasks necessary for the operation and presentation of a professional office.

**Qualifications:** This position preferably requires a minimum of Associate Degree and previous experience working and/or interacting with clients and knowledge of administrative practices and procedures.

#### **NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:**

- Strong customer service skills
- Ability to communicate effectively and work productively and collaboratively with employees, government agencies, service providers, program participants, human service organizations, educational institutions and other key partners in a positive, professional, and pleasant manner in writing, by phone and in personal contacts
- Ability to maintain a high level of confidentiality and sensitivity in all working relationships
- Ability to organize, prioritize and establish schedules to accomplish program goals and evaluate the delivery of service and program objectives
- Ability to provide management with timely and accurate reports and recommendations
- Ability to maintain complete, accurate and accessible files and records
- Working knowledge of personal computers and networked systems and their use and application for database management, tracking and reporting in a human services or similar environment
- Working knowledge of Microsoft Office Suite, including but not limited to Word, Excel, Access, PowerPoint, Outlook and Publisher components
- Ability to plan, organize and carry out assignments and responsibilities on time, correctly, in a professional, effective, efficient and independent manner.

#### **OTHER REQUIREMENTS:**

- This position includes the normal physical demands associated with work in an office environment, including lifting, bending and carrying; and travel to other facilities within the region.
- This position requires availability and flexibility to participate in services, programs and activities during regularly scheduled workdays, evenings and weekends