



JOB DESCRIPTION

Program: Early Learning Resource Center

Job Title: Family Services Specialist

Reports to: Family Services Director

Status: Full-Time / Non-Exempt

Location: DuBois Office

Service Area: Warren, Forest, Clarion, Elk, Clearfield, Jefferson, McKean, Potter, & Cameron County

Job Summary: Responsibilities include conducting thorough exploration of service needs of families and available options concerning childcare services. The Specialist makes appropriate referrals; schedule and complete eligibility determinations accurately and completely. In addition, Specialist provides clients with the rules and regulations for participation in the subsidized childcare program. Specialists assist them in the process of application, enrollment, and eligibility.

Examples of Essential Duties and Responsibilities:

- Maintains a thorough knowledge of required policies, procedures, and regulations.
- Sorts and distributes mail and faxes.
- Answers telephone, mail, scan and email requests, connecting all requests to the appropriate staff person (s).
- Greets visitors to the building and ensures they sign in, and the person they are visiting is notified.
- Maintains a good working relationship with parents, providers, co-workers, other agencies and entities.
- Inform Supervisor of identified problems with clients and recommend corrective actions.
- Respects and maintains confidentiality with regard to program, clients, and staff.
- Conducts thorough exploration of service needs of families.
- Assists all staff with mailings (postcards, letters, flyers, etc.) Assists in making phone calls as assigned.
- Prepares family application packets.
- Completes documentation and maintain records of all referrals made and information distributed to families.
- Schedules and completes eligibility determinations.
- Provides clients with the rules and regulations for participation in the subsidized childcare program and assists them in the process of application and enrollment, via Personal Interview Meetings.
- Communicate with families and providers regarding the enrollment of children.
- Issues all required notices in a timely manner.



- Retains appropriate eligibility documentation in each client's virtual file in accordance with regulations and procedures.
- Works with supervisor to determine when enrollment can occur.
- Attend workshops, meetings, and trainings.
- Ensure the office is clean, neat and professional.
- Other duties as assigned.

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 provide management with timely and accurate reports and recommendations
- 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.

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

Other Requirements:

- This position includes the normal physical demands associated with work in an office environment, including lifting, bending and carrying; and travelling 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.