

EARLY LEARNING COALITION OF PASCO AND HERNANDO COUNTIES, INC.

JOB DESCRIPTION: ELIGIBILITY/RESOURCE AND REFERRAL SPECIALIST

REPORTS TO: ELIGIBILITY/RESOURCE & REFERRAL SUPERVISOR

STATUS: Non-Exempt



**SALARY RANGE THROUGHOUT
EMPLOYMENT: \$24,000 - \$34,000**

The Coalition is a fully tobacco-free environment, to include the interior and exterior of all premises and Coalition-owned vehicles.

This position, under the supervision of the Eligibility/Resource & Referral Supervisor, demonstrates program knowledge in the qualification of children and families for School Readiness and Voluntary Pre-Kindergarten services. This position is also responsible for discussing with parents their childcare needs and providing appropriate childcare referrals. Position requires moderately complex job skills, knowledge of office practices/procedures, basic math skills, strong verbal and written communication skills, strong customer service skills, basic computer knowledge and data entry skills.

Requirements:

- High school diploma or equivalent;
- AA degree in related field and CDA preferred;
- Two (2) plus years of direct or related work in a professional environment;
- May require some local/regional travel for trainings;
- Knowledge of rules and regulations as applied to child care eligibility;
- Must clear background screening;
- Ability to bend, lift and carry up to 25 pounds.

Responsibilities:

- Conduct interviews with clients to certify/re-certify eligibility;
- Distribute re-certification notifications to clients;
- Track clients who did not complete the eligibility process or who have not returned requested paperwork to complete recertification. Prepare necessary termination notices;
- Maintain efficient flow of paperwork for completion of eligibility;
- Answer client's and provider's questions, whether in person and/or on the phone, pertaining to eligibility, parent fees, etc.;
- Call employers to verify employment when questions arise concerning client employment;
- Communicate with appropriate agency(ies) to obtain information necessary to determine client's eligibility;
- Discuss resolution of emergency situations pertaining to client eligibility with supervisor;

- Maintain accurate, current information in client files, in the data base and on hard copy concerning changes in address, family size, program, job, schools, etc.;
- Able to communicate and work effectively with co-workers and the public;
- Ability to make decisions in accordance with regulations or policy and apply these to work-related issues;
- Assume responsibility for Resource and Referral intakes and referrals, including phone contacts, mailings, documentation, data input and record maintenance;
- Maintain Resource and Referral database information and update information in a timely fashion;
- Attend required trainings and other Child Care Resource and Referral events as appropriate and as directed by supervisor;

Assignment Location:

Individuals may be assigned by management, on a permanent or temporary basis, to a Coalition office located in Pasco or Hernando County.

I have received and reviewed a copy of my job description.

Employee

Date

Supervisor

Date

Date Approved: April 16, 2009