



## EARLY LEARNING COALITION OF OSCEOLA COUNTY

### FAMILY SUPPORT ASSISTANT

Position Title: Family Support Assistant  
Department: Family Services  
Hiring Range: \$32,000-\$36,000  
Reports To: Family Services Manager  
FLSA Status: Non-Exempt  
Created by: Lee Mendez  
Created on: 03.30.2022  
Approved by: Amanda Kelkenberg  
Approved on: 06.01.2022

#### **GENERAL DESCRIPTION:**

Assists with tasks related to enrollment of School Readiness (SR) and/or Voluntary Prekindergarten (VPK) and other program outcomes as required by contract. This position is primarily office based and clerical in nature. Reports to Family Services Manager.

#### **ESSENTIAL JOB FUNCTIONS**

1. Answer incoming calls and make outbound calls. Provide information (as appropriate) to clients
2. Verify referrals are from a valid partner agency, review At-Risk submitted referrals and communicate with external case managers when referrals are received
3. Enter new referrals into Enhanced Field System (EFSM) database, separate corrected referrals from new referrals and verify corrections
4. Coordinate At-Risk appointment schedule or walk-ins with Client Services Assistant daily
5. Process extension/transfer paperwork for clients and providers
6. Assist clients that come to do transfers or drop off documents in person
7. Assist with collecting data for At Risk reports and audits
8. Create new client profiles in EFSM; complete guardianship transfers in EFS
9. Assist in the approval and enrollment of VPK children
10. Contact clients who need to re-determine services to ensure timely completion
11. Assist clients that come to the office in person to apply for School Readiness, complete enrollment, or request transfers
12. Review and approve SR applications received through the Early Learning Family Portal
13. Contact clients when additional documentation is needed; scan documents and review EFS Mod for paperwork on file
14. Generate monthly listing of child terminations due to aging out criteria and produce written termination notices for distribution to clients/providers
15. Provide support to the Client Services Team by performing floater duties as needed. Assist with opening or closing duties as needed
16. Assist at community outreach events as needed
17. Perform other work-related duties as needed or as assigned by Supervisor/Manager

#### **GENERAL REQUIREMENTS:**

1. Act in accordance with agency vision and mission
2. Attendance and participation in professional conferences, trainings, statewide and regional meetings, Coalition meetings, and other events as identified
3. Work harmoniously with coalition members, and coalition staff, early education care agencies and the community at large as appropriate
4. Assists Chief Executive Officer and /or Supervisor with special projects as identified
5. Other duties as assigned

{Above are essential functions of the job. The Early Learning Coalition of Osceola County promotes an equal employment opportunity workplace which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your supervisor should you have any questions about this policy or these job duties.}



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[This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.]

#### **MINIMUM REQUIREMENTS:**

##### Candidate must possess:

1. High School Diploma/equivalency and 2 years of associated work experience
2. High quality client service interactions with individuals from diverse backgrounds, including the ability to resolve client concerns
3. Strong organizational and analytical skills
4. Strong problem-solving skills
5. Strong time management skills
6. Knowledge of computer software applications in word processing, spreadsheet, and database software (including MS Word, Excel)
7. Ability to develop and maintain effective records and management practices
8. The ability to multi-task and work in a fast-paced environment
9. Strong oral, written, presentation, and computation skills
10. Bi-lingual in Spanish and English preferred

(A comparable amount of training, education or experience may be substituted for the above minimum qualifications.)

#### **LICENSES, CERTIFICATIONS OR REGISTRATIONS:**

- Possession of a valid Florida Driver's License and daily access to reliable transportation to and from work and for travel to off-site locations.

#### **ESSENTIAL PHYSICAL SKILLS:**

1. Ability to operate a computer for extended periods
2. Ability to sit or stand for extended periods while performing job functions or while delivering training content
3. Must be able to assist with lifting heavy boxes occasionally

#### **SUPERVISORY RESPONSIBILITIES:**

None

#### **ENVIRONMENTAL CONDITIONS:**

1. 50% office and 50% home office environment

Reasonable accommodation will be made for otherwise qualified individuals with a disability.

#### **ACKNOWLEDGEMENT:**

This job description describes the general nature and level of work performed by an employee assigned to the role. It does not imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other duties as requested. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. All requirements are subject to change over time.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job.



EARLY LEARNING COALITION OF OSCEOLA COUNTY  
**FAMILY SUPPORT ASSISTANT**

**EMPLOYEE:** \_\_\_\_\_  
**NAME** **DATE**

**SUPERVISOR:** \_\_\_\_\_  
**NAME** **DATE**