

Position Title: Provider Consultant  
Department: Provider Services  
Hiring Range: \$32,000 - \$41,000  
FLSA Status: Hourly  
Created by: Lee Mendez  
Created on: 3/17/2022  
Approved by: Amanda Kelkenberg  
Approved on: 3/29/2022

**GENERAL DESCRIPTION:**

Assesses and monitors child care programs offering technical assistance for compliance purposes. Provides training to child care professionals as directed. Assessment and monitoring will focus on infant/toddler, preschool, Voluntary Prekindergarten (VPK) and/or family child care programs.

**ESSENTIAL JOB FUNCTIONS**

1. Plans, schedules, and conducts program monitoring and/or assessments of early learning programs to ensure that defined service standards are met.
2. Responsible for meeting contractual requirements related to School Readiness/VPK programs as specified by funders.
3. Track providers who have been determined to be out of compliance through monitoring and provide necessary follow through until compliance has been met or the program is terminated.
4. Provides technical assistance to provider as indicated through monitoring activities.
5. Provide technical assistance to Voluntary Pre-Kindergarten providers on probation (POP)s, as assigned.
6. Assist in the development and implementation of quality initiatives designed to increase school readiness best practices in early education.
7. Provide technical assistance and support to early educators participating in statewide quality initiatives, as applicable.
8. Works closely with both providers and funders to identify programmatic issues and concerns and offering suggestions for resolving them.
9. Plan, develop and implement training activities on a variety of early learning topics as determined by need and/or request.
10. Assist potential new providers in business start-up and actively recruit new caregivers to meet community needs.
11. Familiarize early care and learning providers with resources that support and improve the quality of early learning programs. Facilitates provider access to these resources.
12. Communicate to supervisor any observed or otherwise known health and safety, licensure, or compliance issues. Make appropriate reports as per Agency policy.
13. Assist in the annual Provider Update process.
14. Participate in community outreach activities as needed.

**GENERAL REQUIREMENTS:**

**Knowledge of:**

1. Techniques/practices for providing customer service; administrative and clerical procedures and systems such as managing files and records, and other office procedures.
2. A variety of computer software applications in word processing, spreadsheet, and database software (including MS Word, Excel).
3. The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
4. Interviewing, communication techniques and basic arithmetic.

5. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
6. Knowledge of early childhood education and child development and the ability to apply best practices and knowledge to a classroom environment.

**Ability to:**

1. Gain knowledge of eligibility criteria to determine eligibility of providers wanting to contract.
2. Evaluate relevant information and use critical thinking and problem solving skills to manage provider needs and to determine compliance with laws, regulations, or standards.
3. Demonstrate active listening, time management, multi-task and organizational skills.
4. Communicate to others to convey information effectively.
5. Summarize information in writing as appropriate for the needs of the audience, including writing clear and concise case notes.
6. Deal with difficult or angry people effectively while maintaining professional composure.
7. Work in a fast-paced, high-stress environment.
8. Develop constructive and cooperative working relationships with others.
9. Ability to maintain confidentiality.
10. Ability to interact with young children.
11. Operate a personal computer. Ability to learn custom database software for performing essential functions of position. Ability to navigate the Internet. Ability to meet deadlines.
12. Work and communicate with people from various multi-cultural backgrounds and socioeconomic levels; and,
13. Demonstrate sensitivity to the needs, abilities, beliefs, and attitudes of individuals within and outside the Agency, including but not limited to clients and co-workers.
14. Ability to evaluate relevant information and use individual judgment to determine compliance with laws, regulations, or standards.
15. Ability to multi-task and meet deadlines.

{Above are essential functions of the job. The Early Learning Coalition of Osceola County promotes an equal employment opportunity work place 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.}

[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. Graduation from an accredited four (4) year college or university with a bachelor's degree in Early Childhood Education, Child Development, or a related field.
2. Two (2) years' experience in early learning programs, monitoring, and training experience preferred.
3. Bi-lingual in Spanish and English preferred.
4. Strong oral, written, and presentation skills

**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.

