



EARLY LEARNING COALITION OF OSCEOLA COUNTY

SR ELIGIBILITY & ENROLLMENT SPECIALIST

Position Title: SR Eligibility & Enrollment Specialist

Department: Family Services

Hiring Range: \$32,000-\$45,000

Reports To: Family Services Manager

FLSA Status: Non-Exempt

Created by: Lee Mendez

Created on: 05.20.22

Approved by: Amanda Kelkenberg

Approved on: 06.01.22

GENERAL DESCRIPTION:

Work to determine eligibility and enrollment services for families seeking and/or receiving child care assistance through the School Readiness (SR) Program, and ancillary services, utilizing the Enhanced Field System (EFSM) database. Reports to the Family Services Manager.

ESSENTIAL JOB FUNCTIONS

1. Ensure program requirements are met per grant guidelines by collecting, verifying, evaluating, and tracking all source documentation/information needed to determine initial and/or continuing SR eligibility
2. Arrange resources and provide referrals for child care options and programs for families with young children
3. Issue termination of services using defined criteria
4. Enroll eligible participants in appropriate programs that ensure the efficient receipt of school readiness childcare assistance/services. Work may include special populations (i.e., Refugee, CRP, CCEP, At-Risk). Process necessary paperwork
5. Communicate to ensure full understanding of program eligibility requirements, rights, and responsibilities to all participants. Explain parental choice and help participants work to maintain/gain self-sufficiency
6. Assess program participants' individual/family needs, makes referrals including child care options, manages family case notes and, as needed, serves as advocate/facilitator for other community referrals
7. Provide consultation, customized referrals, follow-up, and information updating for designated families and childcare providers
8. Communicate with child care providers regarding child enrollment, attendance, eligibility, and adherence to co-payment schedules for school readiness (and other child care services)
9. Work cooperatively with staff from referring agencies to ensure necessary services are provided to families in line with contract outcomes, timelines and/or required deadlines
10. Maintain current knowledge of state eligibility requirements and revisions to eligibility/enrollment procedures
11. Support early care and learning providers with resources that support and improve the quality of early learning programs. Facilitate provider access to resources
12. Communicate to supervisor any observed or otherwise known health and safety, licensure, or compliance issue. Make appropriate reports as per Agency policy
13. Participate in community outreach activities as needed

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



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{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.}

[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 high school or possession of an acceptable equivalency diploma
2. Two (2) years' experience in early learning programs and services, including Coalition Services activities
3. Knowledge of Florida's early learning system, including rules and regulations in child care
4. High quality client service interactions with individuals from diverse backgrounds, including the ability to resolve client concerns
5. Strong organizational and analytical skills
6. Strong problem-solving skills
7. Strong time management skills
8. Knowledge of computer software applications in word processing, spreadsheet, and database software (including MS Word, Excel)
9. Ability to develop and maintain effective records and management practices
10. The ability to multi-task and work in a fast-paced environment
11. Strong oral, written, presentation, and computation skills
12. 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.



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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.

EMPLOYEE: _____
NAME **DATE**

SUPERVISOR: _____
NAME **DATE**