



Early Learning Coalition of Lake County

Family Services/Child Care Resource and Referral Specialist

DEFINITION:

The Family Services/CCR&R Specialist reports to the Family Services Director and is responsible for the eligibility process and resource and referral duties of moderate to difficult complexity. The Family Services/CCR&R Specialist is responsible for certifying new families for eligibility and assisting families with child care resources and referrals as needed.

ESSENTIAL JOB FUNCTIONS:

- Responsibilities include but are not limited to the following: Certify new families for eligibility for subsidized and voluntary pre-kindergarten child care services, following state and Coalition policies and procedures;
- Complete and oversee the process of sending out monthly re-certification to clients and to providers;
- Responsible for the re-certification of subsidized families which include meeting with client to obtain current information, reviewing past information and updating client eligibility per funder regulations and guidelines;
- Track and oversee the clients who have not returned requested paperwork to complete re-certification;
- Track and oversee the Clients who did not complete eligibility process, to include sending expiration notices to child care centers, case workers and clients;
- Understand the role of CCR&R and the Standard Levels of Service;
- Provide child care information and resources to clients and acts as CCR&R associate when needed.
- Report observations of abuse, licensing and discrimination according to state and the Coalition's policies.

QUALIFICATIONS

- Ability to operate computers, printers and other office equipment;
- Understand and carry out oral and written instructions;
- Deal tactfully with staff, public and others;
- Handle sensitive situations appropriately;
- Be courteous, flexible, reliable and responsive to supervisors, coworkers, providers, parents and stakeholders;
- Communicate effectively and timely;
- Perform duties under pressure and meet time deadlines;
- Problem solve;
- Analyze situations accurately and adapt effective courses of action;
- Interpret and implement applicable laws, regulations, policies, directives and procedures;
- Work both independently and as a part of a team;
- Pass Level-I & Level-II R&R Network Evaluation.

Knowledge of:

- Microsoft Office Suite;
- Methods, practices and terminology of computer systems, data entry equipment and processing;
- Office methods, practices and procedures;

EDUCATION AND EXPERIENCE

Two or more years' experience in an early education field, human services or related field. Graduation from a two year college with an AA or AS degree preferred, High School graduate, supplemented by a minimum of one year experience in secretarial/clerical or case management experience in a professional office environment.

TRAVEL

May be required to use his/her personal vehicle for out-of-office travel, and is reimbursed for such use at the prevailing rate. Proof of current auto insurance required.

BACKGROUND CHECK

A local and state FDLE background check will be completed. ELCLC is a drug-free workplace. Drug screening may be required prior to employment.

WORK SCHEDULE

40 hour work week. Days and times may vary dependent upon the needs of the program.

PHYSICAL REQUIREMENTS

Must be able to lift up to 25lbs in order to meet the day to day requirements of the job. Must be able to sit for long periods of time with occasional times of standing and/or walking.