

Family Services Coordinator – Belle Glade

SUMMARY:

The Family Services Coordinator is responsible for assisting the coordinating the with day to day operations as needed. This position requires a candidate with experience managing the day to day activity of a small office location. Maintaining accurate information about families in the Statewide Data System, screening applicants for financial assistance, and performing eligibility determination and enrollment for School Readiness, Voluntary Prekindergarten, CSC Scholarship, Head Start and Early Head Start child care programs. This position requires an individual who delivers a high level of customer service to ensure a positive relationship with all customers, can work independently, communicate effectively in writing and orally, understand and implement procedures and practices, and demonstrate attention to detail and accuracy in their work.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

- Coordinate day to day activities of a small office.
- Acts as liaison in absence of Family Services Manager, or as requested
- Provide resource and referral services following the CCR&R requirements.
- Works to ensure that staff conduct client interviews and complete necessary paperwork accurately and in a timely fashion for maintaining eligibility, transferring childcare providers, and terminating services, in accordance with State, Local and Agency guidelines.
- Respond to requests for information from clients/providers in accordance with designated timeframes and within the client confidentiality guidelines.
- Support families in completion of the child developmental screening process.
- Manage customer caseloads as needed. Provides parents and providers with necessary notifications regarding childcare status.
- Provides oversight to ensure that information is current and accurate in the EFS database, and reviews files for accuracy.
- Serves as a leader in customer and employee relations and communications, working cooperatively with groups of parents, supporting agencies, staff members and community.
- Interact as part of a team by exhibiting dependability, cooperation, initiative, and punctuality.
- Ability to timely organize data for presentation in reports, documents, and other written materials.
- Assist with all special assignments, research, and report preparation. Participates in the organization of special activities related to child care programs, external committees, task forces, provider meetings, and/or speaking engagements.
- Handles and tracks complaints. Report to management as required.

- Must be able to work on a consistent basis with regular attendance and punctuality, and be willing and able to handle all the duties and responsibilities of this position on a daily basis.
- Perform other duties that may be necessary to maintain the success of the organization, as determined by management.

SUPERVISORY RESPONSIBILITIES:

- This position assists in the Supervisory duties as determined by the Family Services Manager.
- Implements the objectives and decisions of the manager.
- Coordination of work schedules including assignments, job rotation, training, vacation, cover for absenteeism and overtime scheduling.
- Lead employees to meet the organization's expectations for productivity, quality and goal accomplishment.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include assisting with interviewing, and training employees; planning, assigning, and directing work.
- Appropriately communicate organization information through department meetings, and appropriate email, IM and regular interpersonal communication.

QUALIFICATIONS:

To perform this Position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position requires successful completion of the level 2 background screening standards as set forth in s. 435.04, F.S. and adherence to the drug free workplace policy.
- Able to work flexible hours when required by management.
- Valid Florida's driver license is required.
- This position requires 25% or less local travel to Palm Beach County office locations for meetings, trainings and other required duties.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree (B.A.) from an accredited four-year College or university.
- Two to five years of related knowledge of CCR& R and Eligibility & enrollment or related processes.
- Current knowledge of EFS Database or other statewide database.
- Experience administrating day to day activities in a small office.
- Achieve and maintain Level 1 and Level 2 CCR&R certification within four months of employment.
- Proven experience and/or training in leading or managing projects/teams, developing and/or training staff, customer services, coordination and collaboration.
- Training, education and/or experience may be substituted for certain minimum qualifications for current ELCPC staff.
- Experience organizing work for self and others.

- Demonstrated ability to lead and develop a department and department staff members.
- Evidenced ability to practice a high level of confidentiality.
- Skilled in all formats of verbal and written, communication.
- Bilingual in Spanish and/or Creole is a plus.

COMPUTER SKILLS:

An ideal candidate will be experienced using Database software; Spreadsheet software and Word Processing software. The candidate will have an advanced experience using Outlook in an Exchange environment, tech savvy over all, experience with Box/Dropbox, familiarity with Android and IOS, Windows 8 and 10 experience, and experience working offsite using portable scanners and laptops.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this Position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit, talk, see, hear and use hands and fingers to operate and handle keyboards write and use office equipment. The employee is occasionally required to walk and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl and occasionally lift or move up to 25 pounds.
- Must be able to sit, talk and concentrate on the telephone, standing or sitting for extended periods of time while performing job duties.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually moderate.
- This position may require moderate travel in Palm Beach County.

NON-DISCRIMINATION STATEMENT:

The Early Learning Coalition of Palm Beach County does not discriminate against employees or clients on the basis of race, color, religion, gender identity or expression, sexual orientation, national origin, age, disability, marital status, familial status or any other characteristic protected by Federal and State law. The coalition will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990, as Amended (ADAAA).

If interested in the position, please visit our website www.elcpalmbeach.org and apply on-line.