

**POSITION:** Early Learning Coalition – Eligibility Specialist  
**REPORTS TO:** Early Learning Coalition – Eligibility Director

### **GENERAL DESCRIPTION**

Responsible for determining eligibility for school readiness services, coordinating placement in early learning programs, and providing childcare resource and referral services to eligible individuals. Completes and maintains all client documents in electronic files. Enters all required information into the statewide data computer system. Communicates with program participants via face-to-face meetings, telephone conversations, mail, and e-mail. This position offers the option to telework after 90 days of employment.

### **ESSENTIAL JOB FUNCTIONS**

1. Conducts school readiness eligibility interviews and maintains all appropriate written and electronic eligibility documentation to support the client's eligibility.
2. Provides Child Care Resource and Referral services for clients as necessary including database entries for services performed.
3. Maintains updated information about processes, policies and procedures related to School Readiness and Coalition programs.
4. Assists with child eligibility determination and enrollment in the Voluntary Pre-Kindergarten program as needed.
5. Determines School Readiness eligibility electronically through the statewide data system or face-to-face appointments with individuals as needed, reviews hard copy and/or electronic data for accuracy and adherence to funding guidelines.
6. Processes School Readiness eligibility determination online through the state approved computer system.
7. Educates participants in the policies, procedures, and requirements of the School Readiness program.
8. Assist participants in collection and completion of appropriate documents as needed.
9. Documents all meetings and customer conversations with the appropriate computer system.
10. Maintains participant information and submits data in a timely manner for required reports.
11. Plan, implement, and coordinate various activities in accordance with guidelines and policies as needed for satisfactory completion of performance standards.
12. In service participation for programmatic activities as requested such as workshops, seminars, conferences, and other formal/informal activities.
13. Achieve CCR&R certification within four months of employment.
14. Participate in department staff meetings and in-service training as requested.
15. Support the department projects to offer a parent and child friendly environment.
16. Other duties as assigned.

*Please Note: These essential job functions are not to be construed as a complete statement of all duties performed. Employees may be required to perform other job-related marginal duties as required.*

Revised 12-05-2022

## **MINIMUM QUALIFICATIONS**

- A Bachelor's degree from an accredited college or university is preferred.
- Two years of case management or eligibility experience can substitute for college.
- Preference will be given to applicants who have previous case management experience.
- Must be available to work flexible schedule to accommodate early morning, late afternoon, or weekend appointments/case management.
- A Level II background screening with no disqualifying offences must be obtained prior to employment.
- Ability to obtain CCR&R Level II certification within one year of employment
- Periodic out of town and local travel may be required for various training(s)
- Has a home office in the event telework assignment is offered

## **ESSENTIAL SKILLS REQUIRED**

- Strong Customer Service skills and telephone etiquette.
- Knowledge of methods for compiling and organizing data.
- Ability to plan, organize and coordinate multiple work assignments.
- Strongly desired but not required the ability to communicate in English and Spanish (in oral and written format) effectively.
- Ability to establish and maintain effective working relationships with others.
- Ability to use computer systems/software; Microsoft Office Suite (2003 or higher) and general office equipment.
- Ability to type 40 correct WPM
- Strong organizational skills.
- Effective records management practices.
- Possess problem-solving techniques.

**ESSENTIAL PHYSICAL REQUIREMENTS**

Frequently sit, stand, walk, twist at the waist, and routinely operate a computer keyboard, telephone, copier, and fax machine. Able to operate an automobile. Medium (less than 50 pounds) lifting occasionally required.

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

I, \_\_\_\_\_ have read the requirements for the Escambia County Coalition Eligibility Specialist. I accept the duties and responsibilities described. I acknowledge that this is my primary employment, and my duties will be conducted without interference from a secondary job.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date