



1130 N Eglin Pkwy
Shalimar, FL 32579

Title: Eligibility Specialist
Starting Pay: \$15.00 / Hourly
Job Status: Non-exempt
Reports to: Program Operations Manager

SUMMARY OF RESPONSIBILITIES:

To assist and serve the families of Okaloosa & Walton Counties with their School Readiness (SR), Voluntary Prekindergarten (VPK) and Child Care Resource and Referral (CCR&R) needs.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Provides information regarding the types of child care and early education options available and help parents clarify what they are seeking in a provider;
- Determines eligibility and process necessary for enrollment of School Readiness (SR) and VPK clients;
- Coordinates with the Department of Education/School Districts to provide services for teen parents;
- Determines eligibility and processes referrals and applications to enroll Protective Services (PS) clients and clients referred by CareerSource, the local homeless and domestic violence shelters;
- Maintains accurate information and case notes on all clients;
- Works closely with compliance staff to correct payment and funding issues;
- Assists with fraud reporting and investigations;
- Develops relationships with community partners to provide additional resources for clients;
- Provides resources and referral using the statewide data system;
- Maintains records of all client and provider contacts including referrals;
- Assists in disseminating information to the community, consumers and parents about CCR&R services;
- Process client notification letters for redetermination and record updates;
- Completes required agency documentation as needed;
- Produces and reviews standard and requested reports;
- Researches, pulls and reviews documentation related to department activities;
- Assists in development and implementation of goals, policies, priorities and procedures relating to assigned department;
- Understands and applies activity to appropriate funding sources and Other Cost Accumulators (OCAs);
- Maintains and updates position manuals, as directed;
- Provides audit support; and,
- Participates in ELC-EC conducted trainings, activities and work assignments outside regular business hours, including holidays, weekends and evening events as assigned by Coalition management.

This list of essential functions is not intended to be inclusive. The ELC-EC reserves the right to revise this job description as needed.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of community agencies and the services they provide;
- Knowledge of existing child care and early education services of available child care within the service area;
- Ability to work and communicate with people from various multi-cultural backgrounds and socio-economic levels;
- Ability to follow oral and written instructions;
- Ability to work under pressure and meet deadlines;
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems;
- Ability to perform mathematical calculations;
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar;
- Ability to read, understand, and apply appropriate rules and regulations;
- Suitable experience with Microsoft Office Suite: Word, Excel, PowerPoint, and Outlook;
- Must have excellent interpersonal, communication (both verbal and written); and, organizational skills;
- Strong customer service skills;
- Ability to work collaboratively in a team-oriented environment;
- Ability to effectively prioritize tasks;
- Ability to work with minimal or no supervision; and,
- Ability to work scheduled hours and willingness to work additional hours as needed.

OTHER REQUIREMENTS:

- Ability to maintain confidentiality with highly sensitive information;
- Attends work related staff meetings and workshops as directed;
- Participates in ELC-EC collaborative efforts as needed;
- Follows the ELC-EC policy and procedure on reporting abuse and/or neglect;
- Promotes and follows safety policies in the workplace;
- Valid driver's license, appropriate insurance (or signed non-driver affidavit) and reliable transportation;
- Must maintain Level II Background Screening;
- May be subject to drug tests;
- Maintains a professional, well-groomed appearance;
- Enhances organization's reputation by accepting ownership for accomplishing new and different requests;
- Explores opportunities to add value to job accomplishments, and;
- Contributes to team effort by accomplishing other various duties as assigned.

QUALIFICATIONS:

REQUIRED:

- Bachelor's degree in Human Resources, Social Work, or related field; or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities;
- Proficiency in Microsoft Office Suite;



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PREFERRED:

- Master's degree in Human Resources, Social Work, or related field;
- Intermediate or Advanced Microsoft Office skills.

PHYSICAL ACTIVITY/WORKING CONDITIONS:

While performing the duties of this job, the employee is Regularly required to stand or sit for long periods of time, walk, use hands and fingers, to handle or feel; reach with hand and arms, climb and/or balance, stoop, kneel, crouch or crawl, talk and hear. The employee is also required to sit at a desk and use a computer. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job may include close vision and ability to adjust focus for long periods of time. Employee May be exposed to outside weather conditions. Temperature in the buildings may fluctuate. The noise level in the work environment is usually quiet, but noise levels at community events may be higher. Children are present during normal operating hours. Employee may be required to travel overnight. The physical demands and work environment described are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Please send your cover letter and resume to HR@elc-ec.org