



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

SUMMARY OF RESPONSIBILITIES:

Provide information or enrollment services to the families of Okaloosa and Walton counties for School Readiness (SR), Voluntary Prekindergarten (VPK) and Child Care Resource and Referral (CCR&R).

SPECIFIC DUTIES AND RESPONSIBILITIES:

CCR&R:

- Provide information on all early learning options available in their community and provide consumer education to help families identify quality early learning settings.
- Maintain a directory of local community resources available in the community they serve. This directory includes information about local and statewide programs that offer services such as education, housing assistance, health care assistance for children, and employment assistance.
- Utilize the statewide information system to track all requests for CCR&R services. This includes requests for childcare listings as well as requests for community resources and consumer education.

ELIGIBILITY

- Review and maintenance of parent/guardian applications, enrollment, eligibility, and/or documentation in EFSM to ensure all served children and families' electronic files are correct, complete, and valid based on funding source requirements.
- Documentation of written and verbal communications, actions, and results in EFMS case notes on all children/families.

OPERATIONS

- Works closely with team to ensure accurate eligibility and enrollment information in EFSM for correct provider payment processing.
- Participate in SR/VPK eligibility and payment validation monitoring of Coalition families and providers using the DEL Standard Eligibility Review Program Guides.
- Assist in development and implementation of Coalition goals, policies, priorities, and procedures.
- Attend any training for statewide data system, Coalition activities, etc.
- Assist with audit, monitoring, and fraud research and reporting.

OTHER REQUIREMENTS:

- Valid driver's license, appropriate insurance (or signed non-driver affidavit) and reliable transportation.
- Must obtain CCR&R Specialist certification within four months of employment.

QUALIFICATIONS:

REQUIRED:

- Associate'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;

PREFERRED:

- Bachelor'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 the ability to adjust focus for long periods of time. The 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.
