

## JOB DESCRIPTION

(Child Development, Early Education Department)

Position: **Early Education Support Specialist**  
Reports to: Director of Child Development, Early Education and Special Projects  
Grade Level: **7**  
Wage & Hour Status: Non-Exempt, Full-Time

**Purpose:** The **Early Education Support Specialist** of the Early Learning Coalition of Seminole (Coalition) is primarily responsible for supporting the departments under the supervision of the Director of Child Development, Early Education and Special Projects, departments under the Director of Quality Improvements, and contractors as it relates to the School Readiness and Voluntary Pre-Kindergarten (VPK) programs. Responsibility also includes but not limited to completing contracted required tasks in the area of Child Development. To promote high quality early learning opportunities for children in compliance with the Coalition's policies and procedures as required by the Coalition Grant Agreement with Office of Early Learning and other funding entities. The **Early Education Support Specialist** service functions are performed in person, secured email, letters, telephone, and Florida's Office of Early Learning Coalition Services Portal. This position will assist with outreach services to different populations to ensure awareness of early education and care services for the children in Seminole County. The successful candidate must possess exemplary interpersonal, customer service and organization skills along with a professional demeanor.

***(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and obligations may be modified when deemed appropriate by management.)***

### Functions and responsibilities:

- Work collaboratively with Quality Improvement Department staff and all other individuals providing support, as required, to all the program initiatives to ensure the families and child care providers the Coalition serves are connected to and receiving additional resources and support.
- To provide excellent customer service to all Early Learning Coalition of Seminole clients and families.
- Ensure Coalition's goals of achievement are met from Quality Improvement Systems (PFP), ASQ Online, to Pre and Post Child Assessments, and other contractual requirements and program initiatives.
- Promotes community awareness of the need for and benefits of inclusion, including access to the warm line.
- Maintains family and community resource materials.
- Provides consultation and on-site technical assistance to parents while conducting online Ages and Stages Questionnaire (i.e. ASQ summary, developmental activities, and thank you letter).
- Assist in preparing and maintaining ASQ/Inclusion services and children's files.
- Ensure proper routing of documentation for children's files. Maintain tracking system for documents needed for children's files for children who are below in two domains. Files to include ASQ result summary, and developmental observation form.
- Pull children's files for scheduled appointments with Child Development Specialists or designee.
- Greet and provide information, assistance, and services to the general public, employees, and others in person, by telephone or by other forms of communication to include tracking of visitors as well as documentation of information as needed. Schedule appointments as appropriate.
- Process ASQ result letters and information summaries to centers in portal.

- Validates ASQ for children.
- Enters ASQ results for children that were validated to include development abilities were reflected.
- Enters WELS Notes and data from CLASS assessments.
- Complete Cares Report, Quality Edit Report, and Eligibility Records filing.
- Tracks and monitors ASQ results scoring below threshold to ensure they are re-screened in 3-6 months.
- Monitors Brooks daily for tasks and to approve and reject ASQs.
- Monitors Coalition's Brooks homepage to look for ASQs that may not be below in any domain, but there are concerns and prints for review. Calls providers to re-screen children.
- Maintain Inclusion/ASQ resource materials in Coalition office.
- Accurately enters and retrieves information from the State's database. Responsible for making history notes in State's database whenever speaking with, or having transactions with clients, or child care providers.
- Child Development: Conduct hearing and vision screening, and assist with ASQ-3 requirements as needed.
  - Screen vision and hearing by using Coalition's equipment, recording results, and reporting results provider and parent.
  - Vision and Hearing Screenings: Refer children for other outside agency for further services if warranted. Follow up on the status of referrals as required in Coalition policy. Monitors and supports children who have been referred.
  - Work in collaboration with designated staff to communicate with child care providers to ensure annual screening and rescreening, as applicable, of all eligible children in School Readiness programs, is completed (ASQ-3).
  - Work in collaboration with designated staff to ensure that all School Readiness (SR) children (birth through kindergarten eligibility) have an ASQ-3 completed annually and upon enrollment to the SR program.
- Assist in creating reports based on data collection.
- Track and monitor data from all program initiatives and special projects.
- Serve as the Coalition's representative to build and maintain a positive relationship and interaction with providers, the community and with peers.
- Conduct monitoring activities to ensure the Coalition is effectively meeting programs outcomes, per Coalition plan.
- Contributes to the provider and family newsletters, information articles, as requested.
- Provide telephone consultations with Providers and educate on the provider's programs requirements. OCA code based on funder.
- Assist with Coalition process by detecting and investigating possible acts of fraud, complaints, abuse of services related to provider contractual obligations.
- Accurately enter and retrieve information from the State's database. Responsible for making history notes in the State's database whenever speaking with, or having transactions with families and child care providers.
- Conducts regular file audits to ensure the information in the archive is complete and in full compliance and any other requirements of funding sources.
- Attend all meetings/in-service training, community outreach and Coalition sponsored events assist in the evening and on weekends, as needed.

- Develop and maintain physical and electronic files.
- Provide information and assist parents in understanding the rules and responsibilities of the School Readiness and Voluntary Pre-Kindergarten (VPK) program.
- Respond to requests for information from clients/providers promptly and within the client confidentiality guidelines.
- Coordinates trainings, registration, and tracking in response to Coalition initiatives and professional development. Prepare a wide variety of materials (sign-in sheets, course materials, handouts, implementation plans, etc.) for provider trainings.
- Update and maintain client files, data records, and case notes for parents, children and child care providers as required in the state database, and other Coalition databases.
- Work with other Directors, as appropriate, assisting with projects to ensure the Coalition's goals are achieved.
- As appropriate and needed, assist with the evaluation of the Early Learning Coalition of Seminole's volunteer needs, including interviewing, scheduling, assigning activities, and supervising office volunteers.
- Assure discreet handling of all business and ensure that all information of a confidential nature is held in a secure and confidential method.
- Participate in professional development to acquire and/or maintain certifications and trainings, as pertain to Coalition and OEL.
- Share with appropriate staff information/knowledge gathered at conferences and meetings.
- Ability to organize, coordinate projects, set priorities, meet deadlines and follow-up on own assignments with little or no supervision.
- Complete all reports in a timely and comprehensive manner, as required.
- Ability to write detailed and objective notes.
- Collaboratively work and foster teamwork amongst cross-functional teams.
- Ability to effectively communicate sensitive information and exercise sound judgment.
- Ability to work and communicate with people from various multi-cultural backgrounds and socioeconomic levels.
- Ability to solve the problem and deal with a variety of variables.
- Answer phone calls in-person promptly. Route phone calls appropriately utilizing the "hold" function as a last resort.
- Performs clerical duties including, but not limited to, filing, copying, faxing, document shredding, sorting, mailings, and postage.
- Proficiency in the operation and use of personal computers and computer software applications (Microsoft Office Suite). Ability to navigate the internet. Knowledge of state database system is a benefit.

#### **Education and Experience Requirements:**

- Associate's Degree required, in Early Childhood Education, Child Growth, and Development, Social Work, Case Management, Administration or equivalent field. Bachelor's Degree and/or Master's Degree preferred. A minimum of three (3) years work experience working in direct early childhood or equivalent. The alternative, of the combination of education or documented continuing education, and experience sufficient to successfully perform the essential duties of the job as listed above.
- A minimum of three (3) years of administration experience.

- A minimum of three (3) years of direct early childhood experience is desirable.
- Ability to communicate effectively both verbally and in writing. Requires excellent interpersonal and telephone skills. Ability to speak, interpret and translate Spanish is a positive asset for this position.
- Must have strong computer skills, including proficiency with Microsoft Office Suite. Knowledge of the state database system preferred. Can demonstrate effective records management practices and problem-solving techniques.
- Should be a creative, energetic, self-starter able to prioritize and work independently with minimal supervision. Must be articulate and pay attention to detail.
- Excellent written and interpersonal communication skills. Ability to speak, interpret and translate Spanish is a positive asset for this position.
- Must have a desire to advance professional skills continually, exhibit strong work ethic, ability to prioritize and able to work independently with minimal supervision.
- Must have the capacity to manage stress appropriately and manage multiple tasks and priorities.
- Should be familiar with the child care community in Seminole County.
- Must be willing to travel within and out of Seminole County to perform required tasks and provide own reliable transportation. Must have a valid Florida Driver's License, a good driving record, and automobile insurance when owned vehicle would be used for traveling.

**Professional Conduct:**

- Responsible for reporting immediately to the management of any suspected fraud, misrepresentation, any irregularity and suspected irregularity involving employees as well as families served through School Readiness/Voluntary Pre-K, Providers, Contractors and any other parties with a business relationship, direct or indirect, with the Coalition.
- Protect the confidentiality of child, family, and provider validating the information on records prior discussing any information related to their files.
- Responsible for reporting to the Florida Abuse Hotline when know or have reasonable cause to suspect that a child or a vulnerable adult has been abused, abandoned, neglected, or exploited. By Telephone 1-800-96ABUSE - 800-962-2873.
- Adhere to the policies and procedures of the Coalition while maintaining elevated levels of confidentiality and discretion.
- Attend work consistently, and punctual according to Coalition policy.
- Adhere to dress code.
- Contribute positively to the work environment by supporting innovative ideas and change when applicable.
- Represent the Coalition professionally always.
- Demonstrate high standards of integrity, accountability, and service as defined by the values of the Coalition.
- Work cooperatively with both internal and external stakeholders at all time.
- Interpret and effectively communicate Coalition policies verbally and in writing.
- Ensure that all information of a confidential nature is held in a secure and confidential method.
- Complete all reports in a timely and comprehensive manner as required.
- Ensure consistency and proper use of OCA codes for federal, state, coalition and others report.

**Background Checks:**

Employment in this position is contingent upon obtaining and maintaining satisfactory:

- Level II Background Check,
- Drug Test,
- E-Verify,
- Educational Verification,
- Possession of a valid Florida driver's license; and
- Ability to maintain Florida driver's license throughout employment required

**Essential Physical Requirements:**

While performing duties of this job the employee is regularly required to sit for prolonged periods of time; talk; hear; use hands and fingers to operate a computer, telephone, and other office equipment; reach with hands and arms; and stoop, kneel or crouch. Also, the employee will occasionally lift and move up to 25 lbs. Specific vision abilities required by this job include vision and capacity to adjust focus.

The noise level in the office is usually quiet. The physical demands and work environment described is representative of those that must be met by an employee successfully to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of this job.

**THIS JOB DESCRIPTION in no way states or implies that these are the only job duties to be carried out by the employee incumbent in this position. The employee will be required to follow any other job-related instructions and perform any other job-related duties requested by any person authorized to give instructions or assignments.**

This description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties, responsibilities, and requirements are essential to the job. Job functions and requirements are subject to possible modification to accommodate individuals with disabilities reasonable. To perform this job successfully, the incumbent will possess the skills, aptitudes, and abilities to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.

I have reviewed and received a copy of this job description and acknowledge I have had the opportunity to ask for additional clarification from my direct supervisor or by any person authorized to give instructions or assignments.

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

Employee Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Title: \_\_\_\_\_

Date: \_\_\_\_\_