Job Description

Title: Family Support Supervisor
Department: Programs
FLSA Status: Exempt
Reports Family Support Manager

Job Summary:
The Family Support Supervisor is responsible for ensuring the highest level of Customer Service throughout the direct care service locations. The Early Learning Supervisor has direct responsibility for the day to day supervision and oversight of the eligibility and enrollment staff and the service centers. This position reports to the Early Learning Manager.

Essential Duties and Responsibilities:
- Supervises the full operations of the eligibility/enrollment service site
- Coordinates service center staffing and staff assignments
- Assists in the identification of staff training needs
- Analyzes and tracks the client appointment process
- Responsible for hiring and selection of staff
- Coaches/mentors staff to achieve full capacity
- Actively participates in audit reviews
- Supervises the maintenance of client files, both active and non-active
- Assist in the development of job descriptions for service center staffing
- Conducts employee performance appraisals for assigned staff
- Analyzes and tracks the eligibility/enrollment process and develops reports
- Assists in coordinating the equipment and security needs of service locations
- Participates in supervisory meetings as required
- Conducts case reviews for the service center to minimize errors and provides technical assistance to eligibility staff
- Reviews client grievances and makes a disposition on cases
- 30% or more travel will be required if needed
- Performs related duties as required

Skills and Abilities:
- Demonstrated skills in employee supervision
- Excellent interpersonal skills
- Excellent communication skills, both written and oral
- Excellent organizational skills

Computer Equipment and Software Requirements:
- Microsoft Office Suite
- Enhanced Field System (EFS)

Experience and Training:
- BA/BS preferred
- Minimum of one year of supervisory experience
- Knowledge of principles and practices of organization, planning, records management and research
- Must be willing to travel all areas, as needed, within the South Florida areas to perform required tasks and provide own reliable transportation. Requires a valid Florida Driver's License, a good driving record and automobile insurance, as required by the Early Learning Coalition driving policy
- Education and/or experience may be substituted for certain minimum qualifications

Physical Demands:
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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. 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 frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described in this document 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 levels in the work environment may vary but are usually moderately quiet.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implies or otherwise, other than an “at will” relationship.

_______________________________________        _________________________
Employee Signature                        Date

_______________________________________        _________________________
Supervisor                                Date