

## Job Description

**Title: Family Support Specialist**  
**FLSA Status: Non-Exempt**

**Department: Programs**  
**Reports to: Family Support Supervisor**

### **Job Summary:**

The Family Support Specialist serves in a support capacity and may independently handle a variety of situations involving interactions with providers and parents. This position reports to the Early Learning Supervisor.

### **Essential Duties and Responsibilities:**

- Serves as the provider/parent contact for all Coalition related issues
- Receives and maintains record of all correspondences from providers/parents in assigned area
- Reviews provider contracts
- Signs as the Process Agent on VPK contracts
- Prepares provider contracts for final approval
- Updates and maintains provider/parent information in system of record
- Maintains provider contract status in the provider portal
- Answers compliance questions from providers/parents
- Notifies providers/parents of expiring documentation
- Interviews parents and determines eligibility for child care services
- Maintains and updates case file notes
- Assists parents in selecting quality child care settings
- Generates child care referrals
- Performs related duties as required

### **Skills and Abilities:**

- Accountability
- 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:**

- High School Diploma or Equivalent
- Minimum of two years of administrative or customer service experience. Social service experience preferred
- Knowledge of principles and practices of organization, planning, records management and research
- Training, education and/or experience may be substituted for certain minimum qualifications

### **Physical Demands:**

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.

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### 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.

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Employee Signature