

## SANTA CLARA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: ERSEA COMPLIANCE SPECIALIST – SENIOR – RESTRICTED**

#### **BASIC FUNCTION:**

Under the supervision of the Supervisor – Head Start Compliance/ERSEA, performs complex technical, clerical and record-keeping duties relating to Eligibility, Recruitment, Selection, Enrollment and Attendance (ERSEA) of children and families in the Head Start, Early Head Start, and State Preschool programs; provides recruitment support and data collection; reviews and verifies financial information and completes enrollment processes applications using federal and state regulations and guidelines; trains and provides work direction to assigned staff.

#### **REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

#### **ESSENTIAL DUTIES:**

Performs complex technical, clerical and record-keeping duties relating to eligibility, recruitment, selection, enrollment and attendance of children and families in the Head Start, Early Head Start, and State Preschool programs.

Provides training, work direction, guidance and serve as a resource to Head Start program staff regarding the eligibility, recruitment, selection, enrollment and attendance of children in the Head Start program.

Provides recruitment support and data collection; oversees and validates the information being entered into assigned systems; confirms that information is current and accurate during eligibility, recruitment, selection, enrollment and attendance processing.

Recruits Head Start, Early Head Start, and State Preschool Program eligible children; interviews parents or guardians; gathers personal and financial information and calculates income; provides assistance with completion of forms and obtaining required verifications.

Determines the eligibility of new families applying and the continued eligibility of currently enrolled of Head Start, Early Head Start families, and State Preschool programs based on established State and federal regulations and guidelines; determines selection and placement of eligible children.

Receives, reviews, evaluates, verifies and processes Head Start, Early Head Start, and State Preschool program applications and supporting documents; contacts relevant outside department employees for follow-up; returns applications that require additional information.

Researches and responds to complaints from parent applicants; refers complex complaints to program management.

Monitors data continuously to assure compliance with federal and State Title 5 regulations and mandates; consolidates redundant information and authenticates current information as needed.

Generates various routine and specialized records and reports, including those related to Program information, eligibility, enrollment, attendance, health status, program partner services, federal and state program mandates and reports as assigned by the position.

Assists family advocates with scanning, searching and obtaining required documents from several available resources if the required documents are not available from the families.

Explains, interprets and clarifies State and federal regulations, guidelines, performance standards and mandates; responds to program inquiries and makes appropriate referrals to other personnel.

Conducts on-site visits to review the files of enrolled children of directly and partner-operated child care sites and centers and validates information as assigned by the position; operates a vehicle to conduct work as needed.

Supports the implementation of procedures for continuous monitoring of Head Start, Early Head Start, State Preschool Programs and Head Start/Early Head Start partner agency operations.

Operates a variety of office equipment including a scanner, copier, shredder, printer, computer and assigned software.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Data management systems and data collection processes.

Goals and functions of the Head Start Program, Early Head Start Program and State Preschool Programs and related State and federal regulations and guidelines.

Head Start Performance standards and related procedures and policies.

State Preschool eligibility and enrollment requirements and procedures.

Components, elements and data requirements for the Program Information Report.

State review requirements for enrollment and attendance reporting.

Modern office practices, procedures and equipment.

Record-keeping and report preparation techniques.

Resources which may be used to verify or obtain financial and supporting information.

Operation of a computer and assigned software.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Telephone techniques and etiquette.

Basic research methods.

Basic math.

**ABILITY TO:**

- Enter, edit, validate and maintain data management systems and systematic records.
- Operate a computer using specialized data management systems and assigned software.
- Learn department and program objectives and goals.
- Obtain, evaluate and verify information to determine initial or continued eligibility for participation in the Head Start Program and Early Head Start Program.
- Interpret Head Start Performance standards, federal and State regulations and guidelines.
- Maintain records and prepare mandated, routine and specified reports and updates within required timelines.
- Serve as a lead in compliance monitoring of program eligibility, recruitment, selection, enrollment and attendance.
- Perform technical duties to maintain the required enrollment of an assigned child care program.
- Assure program activities comply with State and federal contract obligations, guidelines and regulations.
- Perform intakes.
- Assess family relationships and situations.
- Understand and follow oral and written instructions.
- Perform various clerical duties.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little direction as needed.
- Prioritize and schedule work.
- Perform basic math.
- Meet schedules and time lines.
- Drive a vehicle to conduct work as needed.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Associate's degree in education, sociology, psychology, social work, or in a related field, and three years of experience in a public assistance or similar program working with eligibility, recruitment, selection, enrollment or attendance records.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California Class C driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.  
Sitting or standing for extended periods of time.

Hearing and speaking to exchange information.  
Seeing to read a variety of a materials.  
Bending at the waist, kneeling or crouching to file and retrieve materials.  
Lifting and carrying light objects.  
Reaching overhead and above shoulders.

Approved by Personnel Commission: December 14, 2016; Revised Approval: June 14, 2017



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Kristin Olson  
Director-Classified Personnel Services

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