



Child Care Coordinating Council, Inc of San Mateo County

JOB DESCRIPTION

Title: Client Services Coordinator- Resource & Referral
Reports To: Community Programs Manager
Department: Community Programs
Classification: Non-Exempt
Hours: 40 hours/week 8:30 AM to 5:00 PM Mon-Fri
Some evenings and weekends as required

PRINCIPAL RESPONSIBILITIES: The primary focus of this position will be to carry out the successful implementation of the agency's resource and referral services. Under the direction of the Community Programs Manager, this position is responsible for providing high quality customer service to all clients through administrative support and information gathering of child care resources available to families in San Mateo County.

PRIMARY DUTIES:

- **Child Care Referrals:** Takes lead in providing quality child care referrals to parents after thoroughly assessing parent and child needs. Follow up with families to ensure child care was found and to offer additional resource referrals if needed. Advocate on clients' rights including the adherence to Oliver's Law, Megan's Law and complaint procedures according to Community Care Licensing.
- **Community Resource Research & Referrals:** Provide clients with referrals to community resource. Serve as liaison between families, providers, and community partners regarding available community resources. Research and obtain updated and new materials to ensure 4Cs is providing the most current and comprehensive community resources to families and providers. Act as 4Cs representative in sharing 4C's information with the community.
- **Child Care Foster Bridge Navigator:** Assist eligible families with finding a child care provider, securing a subsidized child care placement as funding allows, completing child care program applications, and developing a plan for long-term child care appropriate to the child's age and needs. Serve as the liaison between eligible families, the referred children, and the child care providers.
- **Parent Voices:** Provide support to community organizer and Parent Voices Chapter around information and resources.
- **Information Management and Data Integrity:** Maintain thorough and accurate records, files, correspondence, and statistics in both written form and via data entry in computer databases to fully document services. Support the data collection efforts of the agency as directed.
- **Community Outreach:** Provide information on 4C's mission and programming to the community. Gather external community resources to have available for clients and staff members. Connect and build relationships with other community service agencies to conduct community outreach to the general public. Explore strategies with teammates and manager to increase awareness of 4Cs.



Child Care Coordinating Council, Inc of San Mateo County

- **Workshops:** Conduct workshops on topics that pertain to the early child care education field as assigned by the manager. Topics include how to choose child care and child care quality indicators.
- **Front Desk Backup:** As directed, provide coverage of the front desk. Uphold best practices for customer service.
- **Other Miscellaneous duties as assigned**

DELIVERABLES:

- Provide quality child care and community resource referrals to callers, clients and visitors at all times.
- Timely outreach to community partners to locate and/or update resource database.
- Accurately enter all data as required into various databases.
- Act as backup to Client services Coordinator-Reception

RELATIONSHIPS:

- Maintain professional and friendly rapport with clients and visitors. Use good judgment and discretion when discussing case particulars and/or helping to resolve problems.
- Maintain professional and open communication with management and other 4Cs staff.
- Work as part of a team to assure all functions are covered or completed on a daily basis.
- Share information, collaborate and coordinate activities with other 4Cs staff.
- Represent 4Cs in the community and at events relevant to the parent and provider community.
- Maintain confidentiality related to 4Cs services and internal operations.

MINIMUM QUALIFICATIONS:

- AA degree or equivalent experience and college level coursework in ECE, Human Services, Social Services or other field that specifically relates to the position; BA preferred.
- 2-3 years of experience in a directly related social service, child development, or related field.
- Effective oral and written communication skills.
- High level of proficiency with MS programs such as Word, Excel, Outlook, PowerPoint, and Publisher
- Experience in client service, data entry and administration
- Excellent organizational skills and attention to details and deadlines.
- Ability to manage own workload and prioritize multiple tasks.
- Demonstrated ability to work with a diverse population.
- **Bilingual Spanish written and oral skills required.**

SPECIAL QUALIFICATIONS:

- Knowledge of or ability to quickly learn state licensing regulations for family child care and center-based programs.
- Adult training experience-preferred
- Able to work independently.
- Strong organizational skills, ability to prioritize tasks and handle multiple responsibilities.
- Good judgment and discretion.

SOME OF THE ESSENTIAL PHYSICAL REQUIREMENTS:

- Typing on a computer and use of a mouse 75% of the time



Child Care Coordinating Council, Inc of San Mateo County

- Sitting at a desk 75% of the time
- Talking on the telephone
- Filing including lifting, pulling and reaching