



Child Care Coordinating Council, Inc of San Mateo County

JOB DESCRIPTION

Title: Quality Improvement Navigator (QIN)—Bilingual (English-Spanish)
Reports to: Program Manager
Department: Community Programs
Classification: Non-Exempt
Hours: 40 hrs./week; Mon-Fri 8:30am-5pm; with some evening and weekend shifts, as required

Position Summary: In accordance with the mission and goals of Child Care Coordinating Council (4Cs) of San Mateo County, the Quality Improvement Navigator (QIN) will work in collaboration with 4Cs's Early Childhood Education Specialist and the San Mateo County Office of Education (SMCOE) team to help grow the Quality Counts Program in San Mateo County (QCSM). This position is a good fit for a person who is proactive, process-driven, detail-oriented and takes pride in their highly effective communication and team-building skills. The Quality Improvement Navigator will provide technical assistance (TA), guidance, and consistent outreach and engagement to newly recruited Quality Improvement (QI) sites during the onboarding phase and assist existing QI sites that require additional support, as needed. The QIN position will be accountable for specific duties including providing support to early child care providers and license-exempt caregivers by establishing individually tailored quality improvement plans to increase knowledge and enhance quality in child care settings.

PRIMARY DUTIES:

Provider Services:

- Provide technical assistance and ongoing support to newly recruited licensed providers and license-exempt caregivers.
- Work closely with the ECE Specialist and collaborate with SMCOE QIN to streamline recruitment efforts to ensure a warm hand off and timely follow up with new recruits and/or providers interested in learning more.
- Provide an overview of the QCSM program and respond to questions related to QI participant requirements.
- Present QI pathway options and review milestones with new recruits.
- Help QI participants navigate online platforms such as Workforce Registry, Zoom Meetings, and California Early Childhood Online (CECO).
- Help QI participants meet Quality Counts San Mateo milestones, such as site information/updates, QIP goals, participation in PLCs, etc.
- Provide information and encourage participation in the Early Learning and Care (ELC) Stipend program to promote educational and professional development.
- Develop quality improvement plans (QIPs) in collaboration with QI participants/providers that have signed agreements to participate in the program.
- Attend monthly QCSM QI meetings and participate in community meetings and events relevant to the provider community, as assigned.
- Conduct timely and targeted outreach to providers and assist with registration for trainings and workshops to support professional development in accordance with QIPs.
- Coordinate, plan, and facilitate 3-4 peer learning circle meetings (PLCs) per year.
- Ongoing provider engagement via phone/email, 1:1 progress meetings via Zoom and/or site visits with QI participants.
- Monitor program participation, maintain accurate records, and track participant milestones.



Child Care Coordinating Council, Inc of San Mateo County

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.
- Database management and support with reporting for contracted services.
- Monitor and track activities related to participant incentives/disbursements.
- Other miscellaneous duties as assigned.

RELATIONSHIPS:

- Maintain professional and open communication with management and other 4Cs staff.
- Share information, collaborate, and coordinate activities with 4Cs and SMCOE QCSM staff.
- Represent 4Cs in the community and at events relevant to the QCSM QI program.
- Maintain confidentiality related to 4Cs services and internal operations.

MINIMUM QUALIFICATIONS:

- BA degree or equivalent in Child Development, Early Childhood Education, Social Services, or other field that specifically relates to the position.
- Bilingual Spanish written and oral skills required.
- 3-5 years of experience in a social service, child development and early childhood education related position.
- Effective oral and written communication skills.
- High level of proficiency with MS programs such as Word, Excel, Outlook, PowerPoint, Publisher, and Access.
- Excellent organizational skills and attention to detail.
- Ability to manage workload, meet deadlines, and prioritize multiple tasks independently.
- Demonstrated ability to work with a diverse population.

SPECIAL QUALIFICATIONS:

- Knowledge of state licensing regulations for family child care and center based programs; principles, theories, practices, methods, and techniques used in early childhood classroom instruction; Infant Toddler Foundations, Preschool Learning Foundations, Curriculum Frameworks, the Desired Results System; Environmental Rating Scale Assessments.
- Experience with Training and Outreach
- Familiarity with Quality Counts California and Early Learning and Care preferred.

Salary and benefits: Pay rate is \$25 per hour; non-negotiable. This position is benefits eligible. Please note that only candidates who are being actively considered will be contacted. This position will be open until filled.

To Apply: Send resume and a cover letter to greyes@sanmateo4cs.org