



Child Care Coordinating Council, Inc of San Mateo County

JOB DESCRIPTION

Title: Early Childhood Education Coordinator- Resource & Referral
Reports to: Community Programs Manager
Department: Community Programs
Classification: Non-Exempt
Hours: 40 hrs/week; Primarily Mon-Fri 8:30 AM- 5:00 PM; some evening and weekend shifts, as required.

Position Summary: 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.

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.

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 *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 resources. 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 4Cs' 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.
- **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. Serve as the resident expert on My Child Care Plan database functionality and content changes. Maintain compliance in accordance with state mandates and quality assurance measures.
- **Community Outreach:** Provide information on 4Cs' mission and programming to the community. Become knowledgeable on best practices and effective ways to access quality child care. Implement parent engagement strategies and lead activities that promote use of the lending library. 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.

- **Workshops:** Conduct workshops for parents on topics that pertain to the early child care education field as assigned by the manager to inform and connect them with 4Cs services. 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 Early Childhood Education (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.
- **Bilingual Spanish written and oral skills required.**
- 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.

SPECIAL QUALIFICATIONS:

- Knowledge of child development and issues related to the field of ECE preferred.

- 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.

Salary and benefits: Pay range is \$23- \$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