



## Child Care Coordinating Council, Inc of San Mateo County

### JOB DESCRIPTION

Title: Data Specialist—Bilingual (English-Spanish)  
Reports to: Director of Programs  
Classification: Non-Exempt  
Hours: 40 hrs./week; Mon-Fri 8:30am-5pm; with some evenings as needed (Hybrid: Remote and In-office)

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**Position Summary:** In accordance with the mission and goals of the Child Care Coordinating Council (4Cs) of San Mateo County, the Data Specialist plays a crucial role in supporting data analysis, compliance, and quality assurance initiatives. Under the direct supervision of the Director of Programs, this position is responsible for reviewing, auditing, and verifying program-related data, implementing quality control measures, and collaborating with staff to train and guide them on eligibility, enrollment, and data-related tasks. The aim is to ensure the accuracy and integrity of data in compliance with state regulations and guidelines. This role is ideal for a highly organized individual with strong time management skills, a proactive approach, and a process-driven mindset. The successful candidate will be detail-oriented, take pride in their communication and analytical abilities, and be accountable for managing data integrity, conducting quality assurance reviews, and supporting continuous improvement initiatives.

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#### PRIMARY DUTIES:

##### **Data Management and Analysis:**

- Maintain data and records using both computerized and manual record-keeping systems.
- Evaluate data from multiple sources using various databases, ensuring compliance with mandated rules and regulations, and verifying data accuracy.
- Analyze data to identify trends, strengths, and areas for improvement.
- Prepare routine and specialized reports on eligibility, enrollment and program service data.
- Ensure data accuracy and integrity through regular audits and quality checks.
- Maintain and track statistics related to data entry and documented services.
- Ensure all data management practices adhere to organizational policies regarding data security and client confidentiality.

##### **Quality Assurance:**

- Conduct regular reviews of program operations and data systems to ensure compliance with agency policies, state regulations, and funding requirements.
- Develop and implement quality assurance protocols and procedures, including corrective action plans.
- Provide feedback and recommendations for program improvement based on quality assurance findings.
- Collaborate with program managers to address compliance issues.
- Perform regular data validation and cleansing activities to ensure data quality.

##### **Support and Training:**

- Provide training and technical assistance on data entry, data management, and quality assurance practices.
- Develop resources to support staff in maintaining high standards of data integrity and compliance.
- Serve as a resource for troubleshooting data-related issues.



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### Continuous Improvement:

- Collaborate with program managers to identify opportunities for process improvements.
- Lead or participate in special projects aimed at enhancing program effectiveness and efficiency.
- Stay current with best practices in data management, quality assurance, and program evaluation.

### Overall:

- Leads data projects from inception to completion, ensuring timely delivery and effective communication with leadership and program staff.
- Maintain thorough and accurate records, files, correspondence, and statistics in both written form and via data entry in computer databases.
- Take initiative to continually expand and improve understanding and keep current on all program requirements.
- Propose solutions to problems and collaborate with the program managers to implement changes as directed.
- Contribute to strategic planning efforts by providing data-driven insights and recommendations.
- Attends and participates in assigned meetings, in-services and committees; assist in training development
- Foster collaboration within the department and support the agency's goals and mission.
- Perform other duties as assigned.

### DELIVERABLES:

- In collaboration with the leadership, establish clear metrics for data quality, reporting, and training effectiveness, and regularly review them to ensure alignment with organizational goals.
- Achieve and maintain a data accuracy rate at or above 95%.
- Timely and accurate completion of data reports and quality assurance reviews.
- Provide effective training and support to staff, resulting in improved data management practices.
- Implement process improvements that enhance program efficiency and effectiveness.

### RELATIONSHIPS:

- Establish and uphold a professional and courteous rapport with clients and visitors, ensuring a welcoming environment.
- Exercise sound judgment and discretion when discussing case details or resolving issues, adhering to trauma-informed service principles.
- Foster open and professional communication with leadership and staff, promoting collaboration.
- Maintain confidentiality regarding 4Cs' services and internal operations, respecting the privacy and dignity of clients.
- Maintain a high level of constructive engagement with countywide leadership groups and other advisory committees, target populations, and other community groups.
- Share information, collaborate, and coordinate activities with staff and external partners.
- Represent 4Cs at community events and programs, demonstrating professionalism and commitment to the organization's mission.

### MINIMUM QUALIFICATIONS:

- BA degree or equivalent in Social Services, ECE, or related field.
- 3+ years of experience in data analysis, program evaluation, or related field.
- 3+ years of experience in nonprofit sector preferred.
- Effective oral and written communication skills.
- High level of proficiency with data analysis tools and software.
- Strong organizational skills and attention to detail.
- Ability to manage workload, meet deadlines, and prioritize multiple tasks independently.



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- Experience working effectively with diverse populations.

### SPECIAL QUALIFICATIONS:

- Experience in the child care subsidy field, administration, or case management preferred.
- Knowledge of California Department of Social Services regulations and policies preferred.
- Familiarity with family eligibility determination and enrollment processes preferred.

**Salary and benefits:** Pay rate is \$34 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 [thughes@sanmateo4cs.org](mailto:thughes@sanmateo4cs.org)