



## Employment Opportunity

### Community Child Care Council of Santa Clara County, Inc. (4C Council)

**Position:** Resource and Referral Consultant

**Salary:** Competitive compensation commensurate with experience and training, with excellent benefits

**Reports to:** Resource and Referral Program Supervisor

#### **Agency Background:**

The Community Child Care Council (4C Council) is a non-profit, community-based agency that serves as the community childcare link for families and childcare professionals who live and work in Santa Clara County, California. The agency and its staff are proud to serve the Silicon Valley families, for more than 35 years, with the support of the California Department of Education and other funders. The 4C Council provides education, information, referrals, childcare payments, and family supportive services to over fifty thousand parents, children, early care and education providers each year.

#### **General Function:**

Effectively engages parents by phone or in person to discuss their child care needs and links parents effectively to licensed child care resources using the database of all known options. The consultant provides outstanding customer service and parent education to support their obtainment of child care that meets the needs of the child and the family. Provides technical assistance to licensed or exempt-from-license child care providers on a variety of topics supporting their delivery of quality child care for children of all ages.

#### **Example of Duties and Responsibilities**

- Conducts intakes; assesses needs, discusses options and assists parents in locating child care services in Santa Clara County, CA.
- Provides other family supportive referrals to health/social service agencies, and other 4C services as needed.
- Assists in conducting surveys to document the supply and demand of child care.
- Provides technical assistance to parents and child care providers about parenting issues, child care issues, community resources, and child development.
- Writes service reports and assists with Agency educational workshops and presentations.
- Coordinates with professional organizations on early childhood development, and may represent agency at outreach events such as fairs and other community events.
- Refers parents who need help paying for child care to the Centralized Eligibility List service. Explains eligibility for affordable child care options.
- May provide Resource and Referral services, helping parents make solid child care plans supporting their self sufficiency efforts, at off-site County CalWORKs program locations.
- Performs other duties relative to the implementation of organization's objectives.

#### **Qualifications Include:**

- BA or AA degree in child development, early childhood education or social service related field. Three years demonstrated professional experience working in a child care setting and/or child care resource and referral experience. Human service agency or related field may substitute for degree. Experience may substitute for degree.

- Knowledge of child care options and familiarity with regulatory issues.
- Demonstrated prior successful experience completing assignments with accuracy and attention to details required.
- Demonstrated prior successful experience in accepting and valuing supervision required.
- Demonstrated ability to handle and input data with accuracy required.
- Experience in successfully performing administrative tasks such as recordkeeping and document processing with accuracy required.
- Demonstrated experience applying outstanding communication skills- written and oral required.
- Must have access to a dependable car with minimum legally required insurance coverage, and possess a current valid California driver license.

The successful candidate will have the following Core competencies:

- Supports the Agency mission and purpose of the Resource and Referral department.
- Insures a quality experience for parents, and providers who access services.
- Builds warm and supportive relationships, consistently greets and delivers services in a positive enthusiastic manner.
- Delivers services that exceed the customer's expectations, and makes each customer feel valued.
- Demonstrates a high level of organization.
- Uses effective Personal Behavior; is responsive and caring, models integrity and respect in all activities, listens actively, gives clear feedback to others, aspires to be and do the best, possesses self awareness and engages in on-going learning.
- Ability to implement Agency Customer Service Components in each customer contact.
- Proficiency in Microsoft Office, especially Word, Excel, and PowerPoint.
- Knowledge of child/family issues for working parents and child development required.
- Knowledge or experience with families and children with special needs helpful.

**Required LANGUAGE SKILLS:**

- Ability to read and interpret general business information and governmental regulations.
- Ability to write professional reports, business correspondence.
- Ability to effectively present information and respond to questions from government entities employees, managers, clients, and the general public.
- Bilingual Spanish Speaking Preferred.

**Required MATHEMATICAL SKILLS**

- Ability to apply concepts such as adding, subtracting, fractions, percentages, ratios.
- Ability to calculate figures.

**Required REASONING ABILITY**

- Ability to define and solve practical problems.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to follow instructions.

**For consideration please send resume with cover letter via email, or mail to:**

Human Resources Manager

Simone Robinson

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