



Employment Opportunity

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

Position: Resource and Referral Child Care Specialist

Salary: Depending on Experience

Reports to: Resource & Referral 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 primarily in Santa Clara County, California. The agency and its staff are proud to serve the Silicon Valley families, for more than 45 years. It is currently supported by the California Department of Education, US Department of Health and Human Services, US Department of Agriculture, County of Santa Clara and the City of San Jose. The 4C Council provides Early Care and Education, Information, Referrals, childcare voucher payments, nutrition services and family supportive services to over fifty thousand children each year. Most recently, the agency also provides Senior Nutrition Services.

Position Summary:

The Resource and Referral Specialist effectively engages parents by phone or in person to discuss their child care needs and link parents efficiently to licensed child care resources using the database of all known options. Provides outstanding customer service and parent education to support parent's obtainment of child care that meets the child's and family needs. Provides technical assistance to licensed or license exempt child care providers on a variety of topics supporting their delivery of quality child care for children of all ages. Each R&R Specialist leads or assists with department projects as assigned.

Example of Duties and Responsibilities:

- Assist each client in creating an individualized child care plan by conducting intakes, assessing needs, discussing options and assisting parents in locating child care services in Santa Clara County, CA, including enhanced referrals as assigned.
- Provide other family supportive referrals to health/social service agencies and other 4C services as needed.
- Determine eligibility for subsidized child care and explain affordable child care options. Assist parents/guardians with the Centralized Eligibility List and other subsidy application process as assigned.
- Assist in conducting surveys and collecting data to document the supply and demand of child care.
- Connect the family to information and resources about school readiness and child care to empower families and improve their ability to access resources and make informed decisions about the child care needs of the child.
- Provide technical assistance to child care providers about parenting issues, child care issues, community resources, child development and child care business start-up.
- Produce monthly technical assistance and/or narrative reports.
- Coordinate with professional organizations on early childhood development, and may represent agency at outreach events such as fairs and other community events.
- Ability to work at co-location sites and with community partners as assigned.

- Ability to provide case management of Resource and Referral child care services as assigned.
- Develop and execute project plans to meet the needs of each project.
- Maintain professional knowledge by attending workshops and conferences as appropriate, review professional publications, and maintain required credentials.
- Contribute to the team effort by joining in projects, researching and suggesting solutions, providing training as needed, participating in agency events, programs and publications, and completing special assignments from the Program Director.
- Assist with and/or facilitate Agency educational workshops and presentations.
- Additional duties may be assigned as required
- Responsible for complying with all Federal, State, and local laws and regulations, CA Education Code, Title 5 regulations, Funding Terms and Conditions for each grant, and subsequent Management Bulletins issued by the Federal and State governments as it relates to the administration of Child Development programs.

Education and/or Experience:

- BA degree in education, public health, child development, early childhood education, or social service related field. Two years’ experience working in a child care setting, child care resource and referral, health and human service agency or related field desired.
- Experience working for a state-funded and/or a non-profit organization is a plus.
- Knowledge of child care subsidy system.
- Knowledge of child care options and familiarity with regulatory issues.
- Experience in presenting preferred. Able to maintain communications with students and colleagues to assure efficient and effective instruction.
- Experience that demonstrates understanding of company policies and procedures and ability to apply this information to meet data collection goals.
- 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.

License or Other Requirements:

- Must possess a valid California driver license, have access to an insured motor vehicle and clear driving record.
- Required to travel for trainings, outreach, meetings and professional development as assigned.
- Must be able to travel, locally and nationally.
- Must be willing to work beyond the usual work week to accomplish the job.
- Ability to work well with a diverse population of coworkers, clients, childcare providers, and the community. Must be able to maintain a professional demeanor (poised, tactful, diplomatic), and maintain confidentiality at all levels at all times.

Language Skills:

- English Proficiency is required. Bilingual Vietnamese or Spanish is preferred.

For consideration please send resume with cover letter to:
 jobs@4c.org
 Human Resources Department
 www.4c.org

The 4C Council of Santa Clara County, Inc. is committed to workforce diversity. Qualified applicants will receive consideration without regard to race, disability, color, creed, religion, age, national origin, ancestry, veteran status, gender, sexual orientation or non-job related factors in hiring. We invite all applicants to confidentially self-identify when applying.

The 4C Council adheres to the provisions of ADA regarding reasonable accommodation procedures.