



**BILINGUAL CHILD CARE INITIATIVE PROJECT  
RESOURCE AND REFERRAL SPECIALIST**

**Our agency strives to embody the concept of trauma-informed, resilience-oriented services, both internally and externally with our clients, customers and community partners.**

**POSITION PURPOSE**

Under general supervision, the Bilingual Child Care Initiative Project (CCIP) Resource and Referral Specialist provides a variety of technical assistance and translation/interpretation services to meet the needs of current and emerging child care providers/early childhood educators. In addition, this position provides a variety of community services for members of the general public and for Changing Tides Family Services' staff in verbal and written Spanish and English. Performs other duties as assigned. This position is not eligible for Changing Tides Family Services' Bilingual Stipend.

**ESSENTIAL JOB FUNCTIONS:**

The CCIP Bilingual Resource and Referral Specialist must be able to accurately perform the following duties and responsibilities in both Spanish and English:

- Assists in planning, developing and delivering training programs, events, and other professional development activities for early childhood educators
- Under the guidance of the R&R Division Director, provides one-on-one outreach and technical assistance to child care providers/early childhood educators, including Family, Friend and Neighbor
- Understands and applies knowledge of contemporary early childhood best practices in order to support the professional development of early education professionals
- Uses knowledge of appropriate combination of adult learner techniques and strategies to enhance a positive learning experience
- Plans, develops and distributes training and technical assistance materials
- Maintains current knowledge of Community Care Licensing Title 22 regulations, Title 5 regulations, current child development trends, and child care subsidy programs
- Uses knowledge and understanding of the unique issues and challenges facing family child care providers to develop appropriate trainings
- Sets up and takes down supplies as needed for trainings, workshops, and events
- Assists members of the public to select the child care that best meets their child's and family's needs; provides child care referrals using a data base and in accordance with written policies
- Interviews members of the public over the phone or in person in order to offer quality child development services or strategies
  - Explains complex services, policies, and requirements to parents, community members and/or child care providers in community settings, home settings, and office settings
  - Provides translation services, using translation devices, at community meetings or other meetings as assigned
  - Provides translation services for a variety of Changing Tides Family Services programs, as requested
  - Presents information to the public and community groups regarding services offered by Changing Tides Family Services

## BILINGUAL CARE INITIATIVE PROJECT RESOURCE AND REFERRAL SPECIALIST (Cont.)

- Directly provides, or translates, individualized or group consultation regarding all aspects of operating a child care business and/or participating in programs operated by Changing Tides Family Services (for example, the Child Care Food Program, and the Family Child Care Home Education Network)
- Effectively collaborates with representatives from Community Care Licensing, early childhood education professional groups, community groups, and employers
- Prepares or collates a variety of Spanish materials for distribution to potential or existing child care providers; may prepare materials for submission to the agency's website
- Participates in child care needs assessment activities
- May be assigned to support child care recruitment activities for specific populations
- Effectively communicates verbally and in writing, in Spanish and English, with parents, child care providers, supervisor, and co-workers
- Responds appropriately to requests from funding sources, potential program partners, community members, and actual or potential child care providers
- Conducts site visits in a wide variety of community settings in order to assist potential licensees to obtain a child care license
- Directly provides or translates technical assistance information for licensed and license exempt child care providers to enhance the quality of care provided
- Maintains accurate data and documentation of work performed; uses a personal computer to accurately enter data into complex reports
- Participates in collaborative meetings with other organizations.
- Uses a personal computer for routine purposes such as word-processing, data entry, Internet searches, e-mail
- Uses correct grammar and punctuation in work written in Spanish or English
- Accurately uses business arithmetic including use of decimals and percentages
- Uses sound judgment in responding to a range of questions and situations
- Maintains confidentiality with regard to information obtained in the course of work
- Reports suspected instances of licensing violations to supervisor
- Reports suspected instances of child abuse in compliance with mandated reporting requirements
- Complies with Changing Tides Family Services' policies, procedures, and guidelines.

### **QUALIFICATIONS**

#### **Desirable Education and Experience:**

A typical way to gain the skills necessary for this position includes possession of a Bachelor's degree and two years' experience working with the general public. Specific experience within the child care and development fields highly desirable.

#### **Other Requirements:**

- Ability to physically perform services in a variety of settings including office settings, residences, and community environments. This includes: sufficient vision to read printed material, see distant objects with clarity; sufficient hearing to hear conversations in person or on the phone; ability to speak in an understandable voice with sufficient volume to be heard in normal conversations on the phone and when addressing groups; sufficient manual dexterity and/or mobility to grasp and/or manipulate objects; ability to move about the work area; ability to move between work sites.
- Ability to sit at a desk and use a computer for extended periods of time
- Ability to pass a criminal background check
- Possession of a valid California driver's license, current insurance, and the use of a vehicle for work
- Ability to travel locally and out of the area
- Ability to work a pre-arranged schedule on a periodic basis which will include early mornings, evenings, weekends, and holidays (all schedule changes will be compensated with flexible scheduling or appropriately compensated time)