

BILINGUAL RESOURCE AND REFERRAL SPECIALIST



POSITION PURPOSE

Under general supervision, the Bilingual Resource and Referral Specialist provides a variety of child care referral, technical assistance, translation, and 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 Bilingual Resource and Referral Specialist must be able to accurately perform the following duties and responsibilities in both Spanish and English:

- Assists members of the public to understand the types of child care settings available and how to select the child care that best meets their child's and family's needs; provides child care and social service referrals using a data base and in accordance with written policies
- Provides simultaneous interpretation services, using translation devices, at community meetings or other meetings as assigned
- 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)
- Interviews members of the public over the phone or in person in order to assist completing the subsidy application and offer quality child development services or strategies
- Assists parents to electronically enter their child care eligibility information on the Child Care Eligibility List (CEL); directly enter parents' eligibility information on the CEL for parents who phone in
- May provide translation services to assist in completing developmental assessments of children; assist in monitoring child growth and development; monitor progress toward developmental goals
- Explains complex services, policies, and requirements to parents, community members and/or child care providers in community settings, home settings, and office settings
- Assists with preliminary subsidy enrollment steps for parents that have applied to various programs
- Presents information to the public and community groups regarding services offered by Changing Tides Family Services
- Conducts recruitment activities with regard to child care providers and parents who use child care (such as making phone calls, distributing materials, speaking at events, and making site visits)
- Effectively collaborates with representatives from Community Care Licensing, early childhood education professional groups, community groups, and employers
- Maintains contemporary knowledge of child care licensing regulations, child care trends, and best practices in child care and development programs
- Maintains general knowledge of child care subsidy programs
- 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
- Participates as assigned in collaborative meetings with other organizations
- Participates in making site visits for the Child Care Food Program and CalFresh, and assists Spanish speaking

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providers to sign up for and successfully participate in the Child Care Food Program

- 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
- Provides translation services for a variety of Changing Tides Family Services programs, as requested
- Uses a personal computer for routine purposes such as word-processing, data entry, Internet searches, e-mail
- Sets up and takes down supplies as needed for trainings, workshops and events
- Uses correct grammar and punctuation in work written in Spanish or English
- Communicates in a professional manner to staff, management, clients and vendors
- Maintains effective working relationships with those contacted in the course of work
- 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 obtain the knowledge and skills outline is Completion of two years of college with course work in early childhood education, social services or a related field. Experience which has involved the explanation of rules and regulations to the public, home visiting and community outreach/education desirable. Experience in a child care setting 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 and 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)

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