

CHILD CARE COORDINATOR



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 off site supervision, supports and assists participants in the Stage 1 Child Care Program to find and retain child care services in order to have a successful work experience. Specifically collaborates, on site, with County of Humboldt staff to support the successful work participation of CalWORKs clients.

ESSENTIAL JOB FUNCTIONS:

- Interviews clients in order to identify child care needs and preferences
- Uses a personal computer to provide child care referrals to the client
- Follows state law and Changing Tides Family Services' policies in providing child care referrals and child care consumer information
- Provides information to help clients select a child care provider which will enhance the child's development and provide stability to the parent
- May contact child care providers on behalf of the parent in order to broker child care
- Maintains accurate data regarding activities and communications with parents and child care providers
- Interacts positively with personnel from the County of Humboldt, clients, child care providers, and those encountered in the course of work
- Makes verbal or written presentations to groups of clients, County of Humboldt staff, and/or community members
- Coordinates with County of Humboldt staff in order to ensure that child care used is appropriately authorized
- Educates parents and child care providers regarding program policies and procedures
- Accurately maintains a variety of data, generates reports as assigned
- Supports parents to access community child care resources, including the Centralized Eligibility List
- May assist in processing Daily Attendance Sheets submitted for Stage 1 clients
- Implements activities in accordance with program guidelines
- Maintains contemporary knowledge of local child care provider options, trends, and aspects of different types of child care
- Provides services in a variety of settings, including at Family Resource Centers, within Mobile Engagement Vehicles, and at community events in non-office settings
- May be assigned to collaborate with others to increase the local supply of quality child care options
- Maintains knowledge of the Regional Market Rate and how it is applied; explains co-payment concepts to clients
- Analyzes and interprets program policies and procedures; seeks consultation of supervisor when the correct course of action is unclear
- Explains the TrustLine process to parents; assists providers to perform required TrustLine steps
- Accurately enters and retrieves a variety of data from one or more data bases
- Maintains confidentiality of parent and provider information
- Reports suspected abuse in compliance with mandated reporting requirements
- Complies with Changing Tides Family Services' policies and procedures

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CHILD CARE COORDINATOR (Cont.)

QUALIFICATIONS

Knowledge of:

- Basic interviewing techniques and methods.
- Standard office practices and procedures including record keeping and the use of standard office equipment including a personal computer.
- Correct English usage including spelling and punctuation.
- Business arithmetic
- General knowledge of child care delivery systems

Skill in:

- Interacting effectively with adults from a range of cultures
- Maintaining accurate records and files
- Exercising sound, independent judgment
- Operating standard office equipment and using a personal computer

Other Requirements:

- Flexibility to work occasionally during the evenings, weekends, or early mornings
- Demonstrated ability to use a calculator, or keyboard pad, at the minimum speed of 80 strokes per minute. Demonstrated keyboard speed of 40 words per minute
- Must be able to see and hear within normal ranges with or without correction
- Possession of a valid California driver's license, current automobile insurance, a vehicle for work and a driving record consistent with agency insurance carrier requirements
- Must be able to pass a criminal background check
- May require the transport of electronic equipment to be used at work sites throughout Humboldt County, would require the lifting of individual electronic components in the process of setting up remote work sites

Desirable Education and Experience:

A typical way to obtain the knowledge and skills outlined above is successful completion of college level English classes, 2 years' experience in a position which directly interacts with the general public, and knowledge of child care services delivery modes. Knowledge of the child care system in California desirable.