

RESOURCE AND REFERRAL DIRECTOR



POSITION PURPOSE

Under general supervision, supervises assigned programs such as Resource and Referral, TrustLine, and others. This is an exempt position, not subject to overtime provisions.

ESSENTIAL JOB FUNCTIONS:

- Effectively oversees assigned programs in congruence with contract terms and contemporary trends in the child care industry
- Effectively communicates verbally and in writing with child care providers, community members, representatives of other organizations and funding sources
- Oversees complicated data bases which are used for child care referrals and Child Care Food Program claims and documentation, ensures databases are effectively used by staff and/or the general public; ensures staff data entry and retrieval are accurate
- Ensures that to the extent possible, quality child care and social service referrals are provided to members of the public
- Ensures that high quality consumer information regarding child care options is shared with individual families and in community settings
- May assist with and serves as backup for overseeing the eligibility and accountability functions in the Child Care Food Program, including serious deficiency incidents
- Maintains accurate electronic and physical records of work performed by self and staff
- Represents Changing Tides Family Services at community meetings, workshops, and events
- Organizes community meetings, workshops, and events
- Oversees recruitment and retention activities in the general child care provider pool
- Maintains a variety of statistics; analyzes statistics; prepares written and verbal reports
- Ensures that reports and data, as required by funding sources are accurate and submitted on time
- Supervises and evaluates staff; oversees their professional development; implements Personnel Policies within workgroup supervised
- Reviews the quality of work performed by staff; ensures for its accuracy
- Oversees planning of workgroup goals and objectives
- Ensures programs stay within assigned budgets' prepares budget narratives and program renewal documents
- Makes presentations to community groups and the general public
- Oversees or collaborates in the implementation of Child Care Eligibility List (CEL)
- Advises staff regarding challenging situations that involve community members or child care providers; brings to supervisor's attention complicated issues
- Maintains familiarity with and complies with contract requirements, Changing Tides Family Services policies, California Department of Social Services Funding Terms and Conditions, and other regulations as required
- Establishes and maintains effective working relationships with those contacted in the course of work
- May oversee or participate in activities related to the initiatives of other groups or organizations
- Makes site visits countywide to child care providers to provide technical assistance
- Maintains information regarding clients and families in a confidential manner
- Exercises sound judgment within the context of Changing Tides Family Services policies and procedures
- Complies with Changing Tides Family Services Personnel Policies and other Changing Tides Family Services guidelines and policies, if appropriate
- Reports suspected cases of abuse in compliance with mandated reporting requirements

Kerry Venegas, Executive Director

QUALIFICATIONS

Knowledge of:

- Supervisory principles and practices, including scheduling, evaluation, and employee training
- Rules and regulations pertaining to the child care industry
- Management of complex data bases
- Basic interviewing techniques and methods

Skill in:

- Planning, assigning, supervising, reviewing and evaluating the work of others
- Ability to effectively manage competing work demands from more than one program source
- Interpreting, applying, and explaining rules, regulations, and policies
- Conducting interviews to determine family and client needs
- Preparing reports, correspondence and other written materials
- Operating standard office equipment and using a personal computer
- Working respectfully with individuals from a variety of socio-economic and cultural backgrounds

Other Requirements

- Must work occasionally during the evenings, weekends, or early mornings. Must be able to pass a criminal background check. 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

Desirable Education and Experience:

Equivalent to graduation from a four-year college or university. Four years' work experience in human services programs in a management capacity, experience with databases, project oversight and interacting with members of the public who need /use child care. Supervision experience desirable.

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