BILINGUAL 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 Resource and Referral Specialist provides a variety of child care referrals, technical assistance, translation, and trainings 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:

- Plans, develops and delivers training programs, events, and other workshops/activities for community members
- Understands and applies knowledge of contemporary early childhood best practices in order to support the delivery of trainings, workshops, and community events
- Uses appropriate combination of adult learner techniques and strategies to enhance a positive learning experience
- Plans, develops and distributes training and technical assistance materials
- Effectively communicates verbally and in writing, in Spanish and English, with parents, child care providers, supervisor, and co-workers
- Provides translation services, using translation devices, at community meetings or other meetings as assigned
- May provide translation services to assist in completing developmental assessments of children; assist in monitoring child growth and development; monitor progress toward developmental goals
- Provides translation services for a variety of Changing Tides Family Services programs, as requested
- 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
- Presents information to the public and community groups regarding services offered by Changing Tides Family Services

- Using public speaking skills, makes presentations to groups
- Sets up and takes down supplies as needed for trainings, workshops, and events
- 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
- 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 assists Spanish speaking 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
- 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
- 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
- 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:

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.

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 automobile insurance, a vehicle for work and a driving record consistent with agency insurance carrier requirements
- 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)