CHANGING TIDES Family Services

RESOURCE AND REFERRAL SPECIALIST

POSITION PURPOSE

Under general supervision, provides a range of office based and community services which support parents, child care providers, and community planning initiatives. Conducts activities to support the expansion of the CalFresh program and the Child and Adult Care Food Program (CACFP); supports enrollments on CalFresh. Performs related work as assigned.

ESSENTIAL FUNCTIONS

- 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 database and in accordance with written policies; provides referrals to other social services as appropriate
- Interviews members of the public over the phone or in person in order to offer quality child development services or strategies
- Assists families to access subsidized child care services
- Explains complex services, policies, and requirements to parents, community members, and/or child care providers
- Maintains contemporary knowledge regarding Community Care Licensing regulations, child care trends, child care subsidy programs, and best practices in child care and development programs
- 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) in order to assist in the completion of CalFresh enrollment applications
- Conducts recruitment activities in order to enroll child care providers in the CACFP
- Maintains familiarity with requirements of the CalFresh program and the CACFP
- Assist parents, child care providers and community members in completing CalFresh enrollment applications
- Distributes CalFresh information/educational materials in a variety of settings
- Effectively communicates CalFresh program requirements to parents, child care providers, and community members
- Develops and distributes information/educational materials, including information about healthy diets and how to prepare nutritious meals on a limited budget
- Makes site visits to child care homes/centers, residences, and other community locations
- Sets up and takes down supplies as needed for trainings, workshops, and events
- Learns and applies knowledge of specialized programs or systems in order to provide back up to regularly assigned staff who work in other programs
- Represents Changing Tides Family Services at community events and other activities which involve interacting with members of the public
- Effectively communicates information to supervisor regarding trends in the community, information gained from participating in community activities, and information compiled from interactions with parents
- Using e-mail distribution lists, phone, or other means of communication, contacts parents, community members and local child care providers to disseminate and/or collect information as assigned

- Accurately and efficiently enters and retrieves a variety of data using a personal computer; updates computerized information as assigned; runs reports and queries for information; obtains data from electronic resources
- Maintains confidentiality regarding all information obtained in the course of work in accordance to Changing Tides Family Services' Policies and Procedures
- Communicates in a professional manner to staff, management, clients, and vendors
- Maintains effective working relationships with those contacted in the course of work
- Exercises initiative and sound judgment
- Effectively prioritizes work tasks and communicates with supervisor regarding progress
- Successfully interacts with children and adults from various cultural backgrounds
- Effectively responds to written and verbal directions
- Using correct English grammar and spelling, prepares correspondence, e-mails, and brief reports
- Reports possible child care licensing violations to supervisor
- Complies with all mandated reporting requirements
- Complies with Changing Tides Family Services Personnel Policies and other Changing Tides Family Services guidelines and policies.

QUALIFICATIONS

Desirable Education and Experience:

A typical way to obtain the knowledge and skills outlined 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.

Requirements:

- Ability to physically perform job duties 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 carry items as related to job activities described above
- 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, 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, weekends, and holidays (all schedule changes will be compensated with flexible scheduling or appropriately compensated time)