



**Children's
Service Society**

Child Care Resource
& Referral ~ Metro

Job Description Form

Position Title: CRRSSA Coach

Program: Care About Childcare Metro

Reports to: CRRSSA Coordinator

FLSA Status:

EEOC:

General Summary:

Builds a relationship with 10 programs over a 12 month period in which the Coach shares their expertise and experience to assist the programs to become more successful and sustainable.

Essential Job Functions:

General Office Duties:

- Attend Children's Service Society and Care About Childcare staff meetings as scheduled
- Maintain a filing system for paperwork
- Assist the department with any copying, mailing, printing and other duties as assigned
- Update calendar and inform supervisor of schedule changes and needs
- Follow company policies
- Keep personal use of time to a minimum. Submit agency paperwork to appropriate supervisor in a timely manner. Follow policies and procedures, dress appropriately, and represent the agency in a positive manner
- Communicate with co-workers and team members in a positive, respectful and professional manner. Willing to work on good communication techniques, team building techniques and other ways to improve the CAC team.

CRRSSA Coach Duties:

- Provide coaching, training and education on three key elements to support and sustain child care providers;
 - High quality child care programing
 - Recruitment and retention of early education workforce
 - Business operations
- Assist with initial consultation to conduct thorough needs assessment and outline individual programmatic goals.
- Create and adhere to timeline and plan of action for each program.
- Be on location one hour per week with each of the ten providers.
- Gain intimate knowledge of each program and individual barriers.
- Meet weekly with CRRSSA Coordinator to discuss program progress and provide updates.
- Develop and oversee a budget per program to aid with purchases that aid in goal fulfillment.
- Assist with outreach to other systems that can support programs in their goals including interns, students, parents or community partners.
- Assist each program in registering and attending mandatory trainings.
- Assist with connecting programs to each other in order to provide peer support and mentoring.
- Perform quarterly assessments with programs to monitor progress.
- Report assessment results and findings to Coordinator.
- Assist with selecting programs from pool of applicants who are interested in receiving coaching and mentoring.
- Be well-versed in Scope of Work and CRRSSA Plan in order to provide clarity to providers and offer support.
- Provide technical assistance over the phone and on site to child care providers as needed.

- Provide opportunities for providers to gain practical knowledge to implement and better the quality of their programs.
- Communicate with child care providers in a timely and sensitive manner.
- Distribute child care provider's incentives as needed to help providers improve their programs and/or themselves.
- Update CRRSSA Coordinator on changes and needs.
- Follow the guidelines dictated by OCC.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of CSS services, Policies & Procedures Manual and Employee Training Manual
- Skill in operating equipment, such as personal computer, software and IT systems
- Skill in oral and written communication
- Ability to communicate with employees and business contacts in a professional and courteous manner
- Ability to work in a team environment
- Ability to organize multiple work assignments and establish priorities
- Ability to negotiate with others and resolve conflicts, particularly in sensitive situations
- Ability to pay close attention to detail and to ensure accuracy of reports and data
- Ability to make sound decisions using available information while maintaining confidentiality

Education and Experience:

Requirements:

- 1) Must have a minimum of a Bachelors in Early Childhood or equivalent with 32 Early Childhood College Credits.

And

- 1) Must have two years of paid professional experience working directly with children.
- 2) Due to the nature of this position, an up to date driver's license and reliable transportation is required.

Physical Requirements:	Percentage of Work Time Spent on Activity			
	0%-24%	25%-49%	50%-74%	75%-100%
Seeing: Must be able to read computer screen and various reports				X
Hearing: Must be able to hear well enough to communicate with employees and others				X
Standing/Walking			X	
Climbing/stooping/kneeling			X	
Lifting/pulling/pushing		X		
Fingering/grasping/feeling: Must be able to write, type, and use phone system				X

Note: The statements herein are intended to describe the general nature and level of work performed by employees, but is not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.