



Job Description Form

Position Title: CDA Consultant/ Center Program Coach

Program: Care About Childcare

Reports to: Quality Improvement Coordinator

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| FLSA Status: Exempt | EEOC: |
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General Summary: Provides support through the CDA process. Presents CDA workshops and helps providers through the process of obtaining a CDA. Support center providers participating in the CAC program by providing on site TA.

Essential Job Functions:

General Office Duties:

- Attend Children’s Service Society and Care About Childcare staff meetings as scheduled
- Keep count of phone calls received for statistical and reporting purpose
- Maintain a filing system for paperwork
- Coordinate with Program Director to maintain phone coverage for the department
- 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.

CDA Consultant Duties:

- Work with the Quality Improvement Program staff to develop a yearly program plan, report on tasks monthly. Assure that the duties on the CDA Program Consultant’s portion of the program plan are completed and reported successfully.
- Prepare statistics for CDA activities.
- Develop a system to find providers to participate in the CDA program.
- Meet with providers who are interested in the program and set program goals.
- Meet with providers as needed to support them on their goals.
- Offer support workshops to assist the providers through all aspects of the CDA process.
- Provide all necessary materials to each participant in the program.
- Answer phone calls and identify providers that need help and support.
- Provide CDA technical assistance over the phone and on site to child care providers as needed.
- 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.
- Provides outreach and coordination with professional child care associations, staffing booths, etc. Presents at professional child care conferences.
- Coordinate with the other departments to promote the program and recruit participants.
- Submit information to market the CDA program activities for the quarterly Training Newsletter.
- Support and coordinate with Resource and Data Specialist and Quality Improvement Coordinator to ensure proper TA to center providers participating in CAC program.
- Follow the guidelines dictated by OCC.

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 Bachelor's degree.

And

- 1) Must have two years of paid professional experience working directly with children.
- 2) Should comply with trainer requirements. See Attachment.
- 3) 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.

Updated 9/2015