



**Children's
Service Society**

Child Care Resource
& Referral ~ Metro

Job Description Form

Position Title: EFMP Respite Care and Healthy Way to Grow Program Specialist

Program: EFMP Respite Care and Healthy Way to Grow

Reports to: Executive Director

FLSA Status: Non Exempt

EEOC:

General Summary:

Healthy Way to Grow

The aim of the Healthy Way to Grow Program Specialist is to recruit 15-20 centers to the program and work directly with the centers to provide hands-on training and technical assistance to support each participating center in completing wellness policy workbooks, which assess baseline practices and policies, creating a center wellness policy, and action planning to implement wellness policy goals. Program Specialist will also help to facilitate the third-party evaluation by distributing and collecting pre- and post- evaluation surveys. Program Specialist will participate in trainings and check-in calls with HWTG staff and will provide monthly reporting of progress towards program deliverables.

EFMP Respite Care

Referral Specialist will recruit, train, and monitor child care programs and caregivers willing to care for USAF families with children enrolled in the EFMP Respite Care diagnosed as moderate to severe. Referral Specialist will provide enhanced referral, recruitment and placement, training and monitoring services to USAF families with diagnosed exceptional family members, ages birth through 18 living in their services delivery area, and their siblings, ages birth through 12. Referral Specialist will work closely with Child Care Aware of America to ensure that all respite care attendance sheets reflecting hours used in a month are returned to CCAoA for payment, will assist families and providers with applications and attendance sheets, and will provide any additional information as requested by CCAoA.

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
- 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 CSS team.

Specific Job Duties:

- Ability and willingness to work a full-time schedule with two part-time programs that would include five days a week within the office and visits to the centers and family homes.
- Develop & maintain a filing system for program information
- Respond to all agency and center provider inquiries and complaints in a timely manner, seeking guidance from CSS Executive Director
- Follow the guidelines dictated by CCAoA and Healthy Way to Grow
- Develop and maintain relationships with EFMP respite care caregivers, families, Healthy Way to

- Grow, and participating child care centers
- Assess the needs of the center seeking assistance and make a tentative course of action plan and timeline to meet their goals
 - Assess the needs of the EFMP respite care caregivers and families seeking assistance and make a tentative course of action plan and timeline to meet their goals
 - Prepare statistics for monthly and quarterly reports for CSS, CCAoA, and HWTG
 - Provide technical assistance on phone, email, or in person including answering questions concerning wellness goals
 - Evaluate the EFMP Respite Care and HWTG programs in areas including, but not limited to, proper implementation of services, success of the program and possible ways to expand the program
- 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:**
- Bachelor's degree preferred
 - Experience in a child care environment
 - Experience working with adults and children

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.

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