



**Children's  
Service Society**

Child Care Resource  
& Referral ~ Metro

## Job Description Form

**Position Title:** CAC Referral Services Liaison

**Program:** Care About Childcare Referral Department

**Reports to:** Referral Department Coordinator

**FLSA Status:** Exempt

**EEOC:**

### General Summary:

The aim of the CAC Referral Services Liaison is to provide a direct link between the Refugee Communities Advocacy Team and Care About Child services by sharing information and working to connect refugees with the best possible solutions to their child care needs.

### Essential Job Functions:

#### General Office Duties:

- Attend Children's Service Society and Care About Childcare staff meetings as scheduled
- Updates database with phone calls received for statistical and reporting purpose
- 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 CAC team.

#### Specific Job Duties:

- Ability and willingness to work a part time schedule that would include four days a week at the refugee location and one day a week in the Care About Childcare office, plus time to attend any staff or other meetings at Care About Childcare.
- Develop & maintain a filing system for program information
- Respond to all agency, parent and community inquiries and complaints in a timely manner, seeking guidance from CSS & CAC administration
- Follow the guidelines dictated by OCC
- Assume other duties and responsibilities as assigned by and agreed to with the CSS-CAC administration
- Develop and maintain relationships with the Office of Childcare, Department of Workforce Services, State Child Care Licensing agency, Children's Service Society and Care About Childcare administration to be aware of updated information and resources
- Provide outreach and coordination with collaborative agencies and various refugee support programs
- Work with the Data & Resource Coordinator to develop a yearly program plan. Assure that the duties of the liaison program are completed successfully
- Step-in as an emergency substitute for the Drop-in Center Director when necessary (until other arrangements can be made) Collaborate with the Drop-in Center Director for the purpose of maintaining program enrollment for families using the drop-in center and prospective trainees for the 'Caregiving Essentials' program
- Collaborate with the CAC Refugee Specialist for the purpose of coordinating and building current services
- Assess the needs of the person/family seeking assistance and make a tentative course of action

- plan and timeline to meet their goals
  - Create a referral system both to receive referrals of families needing assistance and resources to refer them to
  - Prepare statistics for monthly and quarterly reports for Care About Childcare
  - Provide technical assistance on phone or in person including answering questions concerning finding child care, paying for childcare, becoming a child care provider, Start-up Business issues, First Year Grants, Care about Childcare and Lending Library Information. Also, CAC and community training class options if interested.
  - Evaluate the liaison program 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:**
- Must have a minimum of a Child Development Associates or similar plus professional experience working with adults.
  - Understanding of the current Child Care Regulations
  - Bilingual/multilingual preferred
  - Bachelors preferred

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

**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 07/2017**