



Job Description Form

Position Title: Referral and Community Specialist

Program: Care About Childcare – Resource & Referral Department

Reports to: Resource & Data Coordinator

FLSA Status: Non Exempt

EEOC:

General Summary: Answer phone calls and help clients in need of child care in Salt Lake and Tooele areas. Maintain accurate information of regulated and exempt providers in the Statewide Database to provide useful referrals to families. Processes KIC applications, and oversee the Refugee Child Care Program.

Essential Job Functions:

General Office Duties:

- Attend Children’s Service Society and Care About Childcare staff meetings as scheduled
- Track phone calls received into database for statistical and reporting purpose
- Maintain a filing system for paperwork
- Coordinate with Resource & Referral Coordinator 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

Specific Job Duties:

- Develop and maintain relationships with the Office of Childcare, Department of Workforce Services, Child Care Licensing agency, to be aware of updated information and resources
- Follow the guidelines dictated by OCC
- Maintain client confidentiality
- Work with the Resource & Data Coordinator to develop a yearly program plan. Assure that the duties of the Referral and Community Specialist are completed successfully
- Ask for clarification and input from supervisors when necessary
- Assist in preparation of mailings to providers and clients
- Works independently gathering program information from new providers, update current child care provider files, and input data on CAC Referral database

- Assist in the continual maintenance of referral database
- Provide services to walk-in caregivers or providers
- Assist with outreach events in the community to advertise services
- Prepare statistics for monthly and quarterly reports for Resource & Referral Department
- Assist the program with any other needs as assigned by the department coordinator.
- Other duties as assigned

Referral Duties:

- Take incoming calls from clients who are looking for referrals and resources pertaining to child care
- Provide clients with child care referrals according to their needs utilizing a customized child care database, and follows up with any other tasks
- Counsel clients about how to choose a quality child care environment and send out educational materials and child development information
- Trouble-shoot and give additional options to clients regarding their child care situation as needed
- Convey information in a coherent step-by-step manner
- Ensure that the client has all the information that we have access to, including other community resources as needed
- Listen to client requests and concerns about their child care needs using effective reflective listening techniques
- Assist the department with attending walk-ins
- Maintain knowledge regarding community resources for clients and providers

Kids in Care Duties:

- Oversee the operation of the KIC program, including budget and outreach
- Assist parents through the application process
- Keep a monthly dialog open with parents and providers to assist in any tracking needs
- Review documentation from parents and providers and make payments to providers

Refugee Program Duties:

- Help prospective refugee child care providers through the licensing process
- Coordinate classes and training for refugee providers as needed
- Coordinate TA services as needed
- Administer Refugee Family, Friend & Neighbors CPR/First Aid Grant
- Maintain records of expenses and progress of every refugee provider for reporting purposes.
- Collaborate with the CAC Resource & Referral Liaison, and Resource & Data Coordinator for the purpose of coordinating and building current services

Knowledge, Skills, and Abilities:

- Knowledge of/ability to learn agency programs and services, Policies & Procedures Manual and Employee Training Manual.
- Skill in operating equipment, such as personal computer, word processing and excel software and IT systems
- Skill in oral and written communication
- Ability to communicate with employees, clients, and various business contacts in a professional and courteous manner
- Excellent customer service skills
- Interest in working with people from all backgrounds and cultures
- 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 High School Diploma or GED graduate

And

- 1) Experience in the Child Care field preferred
- 2) Customer service experience
- 3) Office experience, including computer literacy
- 4) Be willing to receive training on early childhood and education if needed through the CAC offered classes and other opportunities as suggested by supervisors

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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