



R&R PROGRAM SPECIALIST JOB ANNOUNCEMENT

Job Title	<i>Resource & Referral Program Specialist I</i>	Department	<i>Resource & Referral</i>
Job Type	<i>Full-time, Non-Exempt</i>	Reports To	<i>Resource & Referral Supervisor</i>

Scope

The Program Specialist is responsible for providing parents with child care referrals, maintaining the My Child Care Plan provider database, monitoring the CareWait Eligibility List, coordinating provider trainings, and offering assistance to R&R programs such as visibility events, Family Time, and Parent/Provider Cafés.

Primary Responsibilities

1. Provides child care resource and referral services to parents
 - Assists parents in choosing appropriate child care, educates them in finding quality environments, and provides enhanced referrals per contract requirements
 - Informs parents about resources available in the community
 - Supports parents with subsidy program eligibility list applications
 - Provides technical assistance and information to families
2. Supports clients participating in R&R programs
 - Facilitates trainings, workshops, and other R&R programs such as CCIP, Family Time, Parent/Provider Café, and outreach events
 - Designs workshop flyers and sets up training site
 - Tracks and reports participant attendance during programs
 - Operates agency vehicles to assist in delivery and distribution of materials to providers
 - Offers support, technical assistance, and information to program participants
 - Stays current on local resources and services to support CFC providers and families
3. Maintains accurate records of R&R Databases
 - Updates provider records in My Child Care Plan on a regular basis
 - Tracks quarterly open/closed data for CFC child care providers
 - Prepares and implements quarterly mailing for provider updates
4. Provides customer service to internal and external customers by working cooperatively within the department, the agency, and with the agency's community partners.
5. Represents the agency with professionalism in all interactions. This includes over the phone, in person, using electronic media, and written correspondence.
6. Exercises good time management skills in the execution of all specialist duties.
7. Utilizes resources to maintain industry knowledge including, but not limited to the use of technology, attending workshops, classes, and meetings.



8. Contributes to the team effort by meeting set department goals within departmental deadlines.

Additional Responsibilities

1. Participates in visibility events as needed.
2. Attends all staff meetings, trainings, and annual retreats.
3. Performs other duties as needed and assigned.

Knowledge and Skill Requirements

1. Associate's/Bachelor's Degree in Child Development, or related field; or three years of experience in child care field (of which two years must have been in a professional capacity); or a combination of both.
2. Knowledge of developmentally appropriate practices for children.
3. Bilingual English/Spanish Skills required.
4. Excellent Reading, Writing, and Oral Communication are required.
5. Experience working with diverse populations in a culturally sensitive manner.
6. Proven ability to work independently, maintain confidentiality and discretion.
7. Ease speaking in front of small and large audiences.
8. Proficiency in MS Office Suite (Word, Excel, PowerPoint, Outlook, Teams) required. Adept in learning new technologies and software.
9. Flexibility to work occasional evenings and weekends.
10. Regular attendance and punctuality are essential.
11. Demonstrated ability to handle multiple tasks simultaneously. Exceptional organizational skills are needed to meet designated deadlines.
12. Must have visual, physical, and technical ability to independently use a computer and copier, requires occasional stooping, kneeling, crouching; requires regular standing, walking, sitting, talking and hearing.

Working Conditions

1. Typical of an office environment.
2. Must have reliable transportation and valid CA driver's license for local travel.
3. Must have good driving record with proof of liability insurance.
4. Ability to work flexible days as work may include occasional evenings and weekends.
5. Eligible for hybrid/telework schedule upon completion of introductory period.
6. Must comply with agency health and safety protocols, including vaccination policy.

Compensation and Benefits

Salary Range is \$19.56 - \$21.73/hour, depending on experience. Salary based on 35-hour workweek. Eligible for performance based incentive. Competitive benefits package consisting of health, dental, vision, life insurance, 401k employer contribution, paid sick leave, paid time off (PTO), holidays, and a hybrid telework work option (after 90-day introductory probation.)



We are an Equal Opportunity Employer.

Organizational Statement

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, duties or responsibilities not listed herein. Management reserves the sole right to modify this job description at any time. Nothing in this job description is intended to create a contract of employment of any type. Employment at Connections for Children is strictly on an at-will basis.