

Job Title:	RESOURCE & REFERRAL COUNSELOR
Department:	R & R
Reports To:	R & R Manager
FLSA Status:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt
Grade:	3

Job Duties, Responsibilities, Qualifications, and Requirements

Job Summary	<p>The Resource and Referral Counselor is responsible for providing child care referrals and parenting resources to families, providing technical assistance to the professional child care community, and assisting families looking for subsidized child care.</p>
Essential Duties and Responsibilities	<p>A. Child Care Referrals</p> <ul style="list-style-type: none"> • Inform parents of their child care options and provide them with information on choosing quality child care • Provide customized child care referrals using applicable software and resources • Maintain accurate provider data and current resource listings <p>B. Parent Education and Services</p> <ul style="list-style-type: none"> • Provide information about the subsidized child care program and options • Assist with maintenance of CocoKids' child care eligibility database • Provide consultation to parents regarding child care and child development related concerns • Deliver parent education workshops on requested topics in the community, as assigned • Identify new, and maintain existing, parent resources and services <p>C. Child Care Provider Development</p> <ul style="list-style-type: none"> • Offer technical assistance to potential and established child care providers • Assist with Business Start-Up and curriculum classes • Conduct Site visits and provide technical assistance • Record and respond to complaints from the community and maintain provider complaint files • Be aware of Community Care Licensing regulations and keep abreast of updates for both child care centers and family child care homes • Develop and maintain awareness of local community resources for families of children with special needs • Ensure that provider data is updated at least quarterly • Review rate sheets from licensed providers and maintain accurate provider information

<p>Secondary Duties</p>	<ul style="list-style-type: none"> • Assume phone and front desk responsibilities as needed • Assist in planning and implementing special events, activities, and provider trainings and workshops • Help coordinate activities with community groups, and resources with Learning Institute and Child Health and Nutrition Program • Identify Parent Voices members and potential parent leaders • Help clean Inactive files (annually) and send them to storage facility • Assume responsibility for other program and administrative duties, as assigned
<p>Supervisory Responsibilities</p>	<p>None</p>
<p>Clause</p>	<p>The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. CocoKids management reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.</p>
<p>Minimum Qualifications</p>	
<p>Education and/or Experience</p>	<p>A. Formal Education:</p> <ul style="list-style-type: none"> • AA degree or valid CA Child Development Permit at the Teacher level, preferred • 12 Early Childhood Education units strongly preferred <p>B. Practical Experiences:</p> <ul style="list-style-type: none"> • Minimum of three years' work experience in child care or related field • Experience at a non-profit or charitable organization preferred • Public speaking and oral presentation skills • Demonstrated ability to relate well with parents, providers, co-workers, and the community • Excellent communication skills both orally and in writing, good listener • Ability to work independently, accept supervision, and to work as part of a team • Ability to relate to a diverse client community <p>C. Technical Qualifications or Specialized Certification:</p> <ul style="list-style-type: none"> • Proficient skills in MS Office (Word, Excel, Outlook, PowerPoint) • Ability to read and interpret documents such as safety rules, procedure manuals

	<ul style="list-style-type: none"> • Ability to write routine reports • Ability to solve problems and appropriately prioritize tasks
<p>Language, Mathematical, and/or Reasoning Ability</p>	<ul style="list-style-type: none"> • Bi-lingual desired, Spanish preferred • Ability to communicate via emails and telephone • Ability to calculate • Ability to follow instructions based on the procedure manual
<p>Physical and Mental Demands</p>	<ul style="list-style-type: none"> • Ability to work and communicate with diverse cultural and socioeconomic groups, and differently-abled individuals • Ability to work under pressure and meet deadlines • Ability to meet the physical demands of the job: Employee is regularly required to stand; sit; walk; and use hands to finger, handle or feel. The employee is frequently required to reach with hands and arms, stoop, kneel, crouch, talk or hear and operate a motor vehicle. The employee must occasionally lift and/or move up to 25 pounds • Ability to meet the requirements of daily attendance on the job for full continuous seven-hour days (f/t employee), or depending on your employment status • Willingness to work flexible hours including occasional evening and weekend events • Reliable transportation, valid California driver's license and insurance <p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p>

Reviewed By:		<i>Title</i>		<i>Date</i>	
Prepared By:		<i>Title</i>		<i>Date</i>	
Approved By:		<i>Title</i>		<i>Date</i>	