

**Central Valley Children's Services Network**  
**Job Description**

**POSITION:** Resource and Referral Specialist / Child Care Navigator

**DURATION:** on-going

**ACCOUNTABLE TO:** F.I.N.D Care Program Manager

**PURPOSE OF THE JOB:** Assist families in making an informed choice about finding child care; provide support to child care providers through training and technical assistance. Provide resource and support to child care providers in Fresno County. This description may be modified as needed.

**ESSENTIAL FUNCTIONS:**

**Contract Administration:**

1. Ensures-compliance with the R&R contract and other contract funding requirements
2. Provides referrals to parents seeking child care
3. Conducts monthly follow-up calls to parents and child care providers
4. Conduct, prepare, coordinate and deliver trainings to prospective providers, licensed child care providers and exempt providers as needed per contract and funding requirements
5. Conduct, prepare and deliver Quality Child Care training to Fresno County and the community
6. Recruit and increase child care supply based on needs assessments for special projects
7. Prepare and assist with daily, monthly, quarterly, yearly fiscal reports for counselor's activity CCIP, TrustLine and special projects
8. Register participants and providers for events and trainings, schedule facilities and/or arrange accommodations for meetings/trainings
9. Update and maintain active and inactive provider's data information monthly and other providers every three months, six months or yearly based on our funding terms and conditions; Update any booklets available annually as needed
10. Plan and Provide weekly playgroups
11. Assist with Mobile Resource, and community events as needed
12. Other duties as assigned

**Community Outreach:**

1. Create and maintain positive agency image/project image;
2. Develop collaborative relationships with other community agencies for information exchange, joint projects when appropriate, and advocacy efforts; and
3. Participate in the planning and implementation of agency events.

**Public Education and Advocacy:**

1. Participates in the legislative process as an advocate for children and parents.

**Accountability and Support:**

1. Recommends operational policies and procedures as required for efficient and economical operations;
2. Meets monthly with supervisor.
3. Participates in the development, accomplishment and evaluation of program goals, objectives, outcomes
4. Attends conferences and local, regional and state meeting pertaining to program issues;

## **EXPECTATIONS/BEHAVIORS:**

### **The staff member will:**

1. Be able to safeguard confidential information of any type;
2. Be able to use a systematic approach in problem solving;
3. Be professional in attire, composure, attitude, and interactions with others;
4. Be able to teach others policies and procedures associated with job duties;
5. Work well under pressure, meeting multiple and sometimes competing deadlines;
6. Be able to build good working relationships with people from diverse backgrounds;
7. Demonstrate high team spirit and attitude: working toward another person's success;
8. Be dependable, fulfill commitments, and take responsibility for their own actions, and decisions;
9. Be able to utilize clear written and verbal communication and sound documentation techniques;
10. Be able to at all times, demonstrate cooperative behavior with colleagues and supervisors; and
11. Be drug-free

### **SKILLS NEEDED:**

- Strong customer service skills;
- Multi-task oriented;
- Computer literate;
- Detail-oriented;
- Knowledge of childcare system
- Valid California Driver's License
- Bilingual Preferred

### **QUALIFICATIONS:**

**Education:** Child Development Degree or related field preferred.

**Experience:** Knowledge of Resource and Referral Agency preferred.

**Experience:** Develop and deliver training