

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

POSITION: Resource and Referral/FFN Aide (Non-Exempt)

DURATION: Temporary 4-5 months

REPORTS TO: F.I.N.D. Care Program Manager

JOB PURPOSE:

Support families in making informed decisions about childcare and assist childcare providers in Fresno County through technical assistance and resource provision. Support the Family, Friend and Neighbor Engagement (FFN) Specialist/Librarian in overseeing the Resource and Toy Lending Library and promoting awareness about these resources within Fresno County. Supporting the FFN Specialist in organizing developmentally appropriate activities for children aged 0-5, primarily through the FIND Care playgroup.

SALARY & BENEFITS:

- Range: \$42,598.40 - \$44,324.80
- 20 – 30 Hours a week
- Paid Sick/Vacation
- Paid Holiday

ESSENTIAL FUNCTIONS:

- Deliver technical assistance to callers/walk-ins.
 - Offer childcare referrals.
 - Update childcare referral resources as needed.
- Support in updating program documents as needed.
- Maintain and update childcare provider data and files.
- Support daily library operations, Mobile Library, playgroups, and community events.
- Engage in monthly supervisory meetings.
- Contribute to program goal setting, tracking, and evaluation.
- Handle and move items as required.
- Execute additional tasks as directed.

COMMUNITY OUTREACH:

- Uphold a positive agency representation.
- Build and sustain collaborative ties with community agencies for joint ventures and information sharing.
- Engage in agency event planning and execution.

EXPECTATIONS/ BEHAVIORS:

- Ensure confidentiality at all times.
- Employ systematic problem-solving techniques.
- Exhibit professionalism in demeanor, interactions, and attire.
- Effectively relay job-associated policies and procedures.
- Operate well under pressure and meet deadlines.
- Cultivate relationships with a diverse range of individuals.
- Demonstrate team-oriented behavior and attitude.
- Exhibit reliability and accountability.
- Display clear communication and documentation skills.
- Maintain adequate work attendance.
- A valid California Driver’s License.
- Remain drug-free.
- Be able to lift 25 LBS.

SKILLS NEEDED:

- Exceptional customer service abilities.
- Ability to multitask.
- Computer proficiency.
- Detail-oriented.
- Bilingual-Spanish preferred.
- Comprehensive understanding of the childcare system.

QUALIFICATIONS:

1. Education: Degree in Child Development or a related field is preferred.
2. Experience: Familiarity with a Resource and Referral Agency
3. Experience: Familiarity with office work and administrative or clerical roles.

PHYSICAL AND MENTAL REQUIREMENTS OF THE POSITION:

- Engaging in desk and/or computer work for extended periods; answering and making phone calls; walking to various areas of the building for meetings, copying materials, retrieving mail or forms; performing filing tasks; organizing and lifting supplies; operating office equipment such as copy machines, fax machines, electric staplers, and calculators.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Executive Director Signature: _____ Date: _____