

Central Valley Children's Services Network

Job Description

POSITION: Resource and Referral Specialist/Navigator (Non-Exempt)

DURATION: Ongoing

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 training, technical assistance, and resource provision. The scope and responsibilities of this role may be adjusted as needed.

SALARY & BENEFITS:

- Range: \$42,598.40 - \$49,899.20
- Health coverage
- Dental & vision insurance
- Paid sick/vacation
- Paid holidays
- Retirement plan

ESSENTIAL FUNCTIONS:

- Ensure compliance with R&R contract and funding requirements.
- Offer childcare referrals to callers/walk-ins.
 - Update childcare referral resources as needed.
- Deliver technical assistance to callers/walk-ins.
 - Conduct out-of-office visits
- Conduct regular follow-up calls with parents and childcare providers.
 - Execute daily duties of the Bridge Program.
- Prepare and present professional development trainings to various childcare provider groups, in accordance with contract and funding requirements.
 - Assist in business practice training for childcare providers.
 - Update business practice packet as needed.
- Compile and manage various reports (daily to yearly) for specialist activities (e.g. CCIP, TrustLine, and special projects).
- Assist with and/or lead event and training registrations
- Maintain and update both active and inactive childcare provider data.
- Support Mobile Library, KPL playgroups, and community events when necessary.
- Engage in monthly supervisory meetings.
- Contribute to program goal setting, tracking, and evaluation.
- Attend relevant conferences and meetings.
- 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.
- Advocate for children and parents within the legislative process.

EXPECTIONS/ 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.
- Maintain car insurance with minimum limits of \$100,000/\$300,000/\$100,000.
- Exhibit reliability and accountability.
- Display clear communication and documentation skills.
- Cooperate with team members and superiors.
- Maintain adequate work attendance.
- A valid California Driver's License.
- Remain drug-free.
- Be able to lift 25 LBS.

REQUIRED SKILLS:

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

QUALIFICATIONS:

Education: Degree in Child Development or a related field is preferred.

Experience: Familiarity with a Resource and Referral Agency

Experience: Proven ability to design and conduct training sessions.

Employee Signature:_____ Date:_____

Supervisor Signature:_____ Date:_____

Executive Director:_____ Date:_____