

JOB DESCRIPTION

JOB TITLE: Counselor I, Child Care Referral
DIVISION: Child Care Resource & Referral
DEPARTMENT: Family Support
DIRECT SUPERVISOR: Manager, Child Care Resource & Referral

OFFICE LOCATION: Durham
SERVICE AREA: Region 12
CLASSIFICATION: Non-exempt
HOURS PER WEEK: 40

JOB SUMMARY: Educates all families about their child care options, financial resources to support their child care needs, and other community resources.

DUTIES AND RESPONSIBILITIES:

- Treat information on CCSA clients, employees or Board members in a confidential manner
- Provide services when, where and how families need them; assess level of needed support and provide it including various types of intensive referral
- Listen, assess, and provide at least three (3) child care choices to families while educating them about quality indicators (what to look for, and what questions to ask)
- Inform families about community resources; provide information about child care scholarships and tax information relevant to their family income level
- Gather, enter, maintain, and report required parent information into the referral database
- Contribute ideas for reaching out to families and alerting the community to our services
- Represent CCSA and the Family Support Department as directed and according to prescribed goals at fairs, at other outreach events, and provide Choosing and Using Quality Child Care workshops
- Perform other tasks as assigned by agency leadership

SPECIAL SKILLS:

- Effective oral and written communication skills with internal and external clients
- Computer experience; knowledge of or demonstrated ability to learn referral database
- Attention to detail with ability to accurately handle large volume of administrative work

EDUCATION AND EXPERIENCE REQUIREMENTS:

- A Bachelor's degree in Early Childhood/Child Development or related human services and at least one year of experience working directly with families.

SPECIAL WORKING REQUIREMENTS:

- An automobile at his/her disposal; a valid, non-suspended NC driver's license and a current automobile liability policy with continuous coverage. Reasonable accommodations may be made at agency's discretion.
- Must be able to manipulate and operate office supplies and equipment. Occasionally required to lift up to 25 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential responsibilities.
- No substantiation or criminal conviction of child abuse or neglect.
- May require need for flexible schedules, including occasional evening and weekend work.
- May work in shared space.

Please submit your resume to hr@childcareservices.org

TYPICAL HIRING RANGE: \$25,480 - \$29,302

Please note that both ranges reflect salaries for a full-time employee and must be adjusted for hours fewer than 40.

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