

JOB DESCRIPTION

JOB TITLE: Bilingual Family Support Counselor II
DIVISION: Child Care Resource & Referral
DEPARTMENT: Family Support
DIRECT SUPERVISOR: Referral Program Manager

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

JOB SUMMARY: Educates families about their child care options, determines eligibility for child care scholarship programs administered by CCSA, connects families to other community resources and programs for which they may have need and/or eligibility and helps families find appropriate, high quality child care, especially serving as a communication link between Spanish-speaking families and their child care providers or community resources.

DUTIES AND RESPONSIBILITIES:

- Treat information on CCSA clients, employees or Board members in a confidential manner
- Provide customized referrals to child care and community resources based on client needs and requests.
- Represent CCSA and the Family Support Department as directed and according to prescribed goals at community outreach events, *including occasional evening and weekend events*.
- Conduct Choosing and Using Quality Child Care and other educational, parent-oriented workshops.
- Conduct parent outreach and recruit child care providers to participate in CCSA's child care scholarship programs
- Determine eligibility for CCSA's child care scholarship programs through a combination of screening sessions and solicitation of applications
- Enter scholarship applicant and child care program information into database, update as needed and verify accuracy on regular basis
- Process applications, make scholarship decisions and assign correct scholarships based on eligibility
- Answer questions and explain scholarship program policies and procedures for clients as needed
- Provide interpretation/translation between parents and child care providers, and parents and other community resources.
- Gather, enter into databases, maintain, and report on required parent and child care provider information.
- Perform other tasks as assigned by agency leadership

SPECIAL SKILLS:

- Effective oral and written communication skills with internal and external clients
- Excellent customer service skills.
- Computer experience (i.e., internet, MS Office suite); knowledge of or demonstrated ability to use database applications.
- 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
- Fluent in Spanish (both verbal and written communication).
- A minimum of two-year's experience working directly with families and children with at least one year's experience working with Spanish-speaking 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.

TYPICAL HIRING RANGE: \$28,080 - \$32,292

Please submit your resume to HR@childcareservices.org

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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