

JOB DESCRIPTION

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

OFFICE LOCATION: Durham
SERVICE AREA: Durham
CLASSIFICATION: Non-Exempt
HOURS PER WEEK: 40

JOB SUMMARY: Determine eligibility for child care scholarship programs administered by CCSA, connect families to other programs for which they may have eligibility and help those 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
- Educate families about quality indicators (what to look for and what questions to ask)
- Tell families about community resources
- Provide interpretation/translation between parents and child care providers and/or staffers that provide child care subsidy assistance
- Work at off-site locations in order to provider services when, where and how families need them
- Answer questions and explain program policies and procedures for clients as needed
- Write and/or generate notification letters
- Provide tax information relevant to a family's income level
- Provide information about child care scholarships
- Determine eligibility for child care scholarships through a combination screening sessions and solicitation of applications
- Communicate with families to enter, maintain and update their information for the Scholarship waiting list
- Recruit child care providers to participate in various scholarship programs
- Enter applicant and child care program information into database, update as needed and verify accuracy on regular basis
- Gather, enter, maintain, and report required parent and child care provider information
- Process applications, make scholarship decisions and assign correct scholarships based on eligibility
- Represent CCSA and the Family Support Department as directed at fairs and other outreach events
- 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 FileMaker Pro
- Attention to detail with ability to accurately handle large volume of administrative work
- Computer, data entry skills, telephone skills, and the ability to use common office equipment, such as copy machine, fax machine and postage machine
- Strong organizational skills as well as flexibility
- Fluent in Spanish (both verbal and written communication)

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Bachelors Degree in Early Childhood/ Child Development or related human services. 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 and providing translating/interpreting services

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.

SALARY RANGE: \$31,200 - \$46,800

TYPICAL HIRING RANGE: \$31,200 - \$35,880

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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