JOB DESCRIPTION

JOB TITLE: Family Support Counselor I, Child Care Referral Program
OFFICE LOCATION: Durham
DIVISION: Child Care Resource & Referral
SERVICE AREA: Durham PreK
DEPARTMENT: Family Support
CLASSIFICATION: Non-exempt
DIRECT SUPERVISOR: Manager, Child Care Referral Program
HOURS PER WEEK: 40

JOB SUMMARY: Educates all families about their child care options, 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.

DUTIES AND RESPONSIBILITIES:

- Treat information on CCSA clients, employees or Board members in a confidential manner
- Represent CCSA and the Family Support Department as directed and according to prescribed goals at community outreach events, *including occasional evening and weekend events.*
- Provide *high quality consultations and* customized referrals *to consumers in identifying, locating and evaluating quality early education programs* and community resources based on *consumer* needs and requests. Pre-screen clients' eligibility for CCSA's child care scholarship and other potential assistance programs.
- Conduct community and parent outreach activities and facilitate ongoing development/enhancement of community resource information and partner relationships.
- Assist in recruitment of child care providers to list their program with Child Care Referral Central.
- Gather, enter, maintain, and report on required parent and child care provider information using NACCRRAware and other databases with attention to detail and accuracy.
- Facilitate and participate in a team-oriented work environment while valuing individual team members' contributions, appreciation for diversity and confidentiality standards of the agency.
- Participate in all department and agency staff meetings and trainings; participate in planning and implementation of department annual plan and customer service standards.
- Assist novice team members during orientation and training with standard knowledge to effectively conduct referral services.

- Perform other tasks as assigned by agency leadership

SPECIAL SKILLS:

- Effective oral, written and interpersonal communication skills with internal and external clients in both English and Spanish.
- Computer experience (ie. Internet, MS Office); knowledge of or demonstrated ability to learn 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 and at least one year of experience working directly with families.
- <u>A minimum of two-year's experience working directly with families and children.</u>

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.
- May include visibility on social media platforms.

Please submit cover letter and resume to hr@childcareservices.org.