

Infant/Child Enrichment Services

Equal Opportunity Employer

Job Description

Job Title: Child Care Resource Navigator (CCRN)
Reports to: Program Director
Hours: 40 hours per week **FLSA Status:** Non-exempt
Salary range: \$16.04 – 19.50

Summary: This position requires the individual to work within various ICES programs to provide a variety of support services to parents, child care providers, and community partners. This Child Care Resource Navigator position will be responsible for assisting parents in locating immediate child care and helping parents to secure enrollment in long-term child care subsidy programs such as the ICES Alternative Payment, Head Start, or State Preschool. Duties include providing individualized technical assistance such as providing parents and provider's information about community resources. Additionally, the Navigator may work with other ICES staff to utilize the specialized trauma informed caregiver curriculum developed by the Resource & Referral Network. This is comprehensive training and/or individual coaching for the child care provider/program or license-exempt provider.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Provide front desk coverage and/or duties, specifically to help visitors and answer and route phone calls.
2. Assist with providing parents with information and referrals to child care programs to assist them with understanding:
 - child care options
 - the documents needed to enroll in a child care program
 - the importance of creating a long-term child care plan
3. Assist with providing technical assistance and quality building training to child care providers on topics such as, but not limited to, child development, health and safety, and trauma informed care giving practices.
4. Work closely with other Resource & Referral staff to plan, host or implement training that aims to build child care quality and increased supply of child care availability.
5. Assist with the implementation of, and oversight of, provider incentive programs.
6. Refer license-exempt child care providers to Child Care Initiative Project (CCIP) Program Coordinator to learn about the licensing process.
7. Assist with updating referral files monthly, and collating data needed for reports.
8. Assist with onsite and mobile lending library maintenance.
9. Provide assistance by working with the Alternative Payment subsidy program and our computer system to assist the families in securing a stable child care subsidy placement which includes determining eligibility and, explaining rules and regulations to parents.

10. Assist with processing attendance sheets – reviewing for accuracy and compliance with child care certificates and schedules.
11. Assists with keeping neat, clear, and concise files which include documentation of parent communication through case notes.
12. Assist with collecting required monthly data to ensure data and fiscal reporting are completed and correct according to contract terms and conditions.
13. Attend state, regional Resource & Referral, Alternative Payment, Quality Counts, and other applicable meetings and trainings as appropriate. This will require occasional overnight travel.
14. Assist the agency to create and implement an effective outreach plan. This will include distributing promotional materials and giving educational presentations to inform agencies, stakeholders, and resource families about the agency's programs.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Design – generates creative solutions; demonstrates attention to detail.
- Problem Solving – identifies and resolve problems in a timely manner.
- Customer Service – manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for services and assistance.
- Interpersonal Skills – maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- Oral Communication – listens and gets clarification; responds well to questions.
- Written Communication – writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.
- Cost Consciousness – develops and implements cost saving measures.
- Diversity – shows respect and sensitivity for cultural differences.
- Ethics – treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.
- Organizational Support – follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; supports affirmative action and respects diversity.

- Judgment – exhibits sound and accurate judgment; includes appropriate people in decision-making process.
- Planning/Organizing – prioritizes and plans work activities; uses time efficiently.
- Quality – demonstrates accuracy and thoroughness; looks for ways to improve and promote quality.
- Attendance/Punctuality – is consistently at work and on time; ensures work responsibilities are covered when absent.
- Dependability – follows instructions, responds to management direction; completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: AA in related field, or equivalent experience required. Experience in early childhood education, child care field, and/or trauma informed services as well as quality customer service and comfort working with families and children highly desired.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have strong computer skills in Database software, Internet software, Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations: Current driver's license, proof of vehicle insurance.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle or feel. The employee must

frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and ability to adjust focus.

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Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.