

Resource & Referral Counselor

Summary

Responsible for educating parents about child care, providing appropriate referrals, and maintaining the referral database

Major Responsibilities

- Provide accurate and comprehensive information individualized to clients on: choices of care, indicators of quality care, the process of evaluating the providers, and resources for assistance with paying for child care. Direct clients to appropriate agency regarding complaints or concerns. Provide clients with referrals to appropriate child care options or community resources. Successfully work with Subsidy Support Services
- Produce accurate reports from referral database as needed
- Accurately enter client and provider information into referral database
- Based on department standards maintain, update and expand provider files in referral database
- Properly and independently, use software programs, such as NACCRRAware and CCFS
- Accurately and independently, provide families with comprehensive information on child development, provider relationships, subsidies, etc
- Do quality assurance surveys with appropriate clients as required to meet and exceed contract requirements
- Assist in the development and improvement of overall department standards, procedures, parent material, Quality Assurance and services
- Ensure proper and effective flow of client calls, including management of messages.
- Manage calls based on department standards and needs, including specified time to return calls and service clients
- Ensure database is up-to-date, as per position responsibilities (i.e. vacancy information)
- Deliver high quality child care seminars and on-site services about the availability of the Council's services to contracted employers and community agencies/events; when applicable
- Participate in staff development opportunities, which may or may not involve travel
- Provide effective coverage of department at all times For bilingual specialist: Work with Spanish speaking population related to above services, including translating for subsidy support services and Council's clients on the telephone or in person to determine what services are needed (does not include written translation)

Job Requirements

- Bachelor's Degree in Early Childhood/related field, preferred or Associate's Degree with direct work experience with children and/or parents. 2 years experience as a Parent Counselor in a CCR&R agency
- Knowledge of child care
- Proficient in database applications, Word, Excel, email, & Internet; Access helpful
- A car with valid driver's license and minimum \$100,000/\$300,000 car insurance

- Strong organizational and communication skills
- Ability to multi task
- Ability to speak well and maintain good telephone manner
- Flexibility to work non-traditional work hours, which may include weekends & evenings
- Has skills representative of the linguistic, racial and ethnic populations in the service delivery area
- Experience working with multi ethnic populations
- Bilingual/Spanish speaking strongly preferred

Reports to: Director of Family & Employer Services

Classification: Non-Exempt, Full-Time/Part-Time

Salary Grade: 2

Disclaimer Clause:

Job descriptions and specifications are not intended and should not be construed to be an exhaustive list of all responsibilities skills or working conditions associated with a job. They are intended to be an accurate reflection of the principal requirements of the position.