

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: Child Care Resource and Referral Specialist ~~99~~ Leo

Collaborates with other department staff and outside agencies to coordinate services to parents and providers.

Operates a computer and assigned software programs; operates other office equipment as necessary.

OTHER DUTIES:

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Resource and Referral policies, procedures, regulations and performance standards.

Applicable mandated timelines.

State and federal regulations on community action and social services programs.

Oral and written communication skills.

Proper English including grammar, punctuation, spelling and sentence structure.

Interpersonal skills using tact, patience and courtesy.

Cultural sensitivity and competency in all interactions with families, partners and colleagues.

Operation of a computer and assigned software.

ABILITY TO:

Establish and maintain community relationships that serve as referral sources for families and providers.

Recruit and maintain cooperative working relationships with family child care providers.

Provide resources and support to family child care providers and partners contracted by the Resource and Referral Department.

Work within an interdisciplinary team as a cooperative and supportive team member.

Interpret and analyze laws, codes and regulations as they relate to this position.

Maintain professionalism and confidentiality in the course of work.

Provide support to families regarding information and resources to facilitate family needs.

Establish, prepare and maintain reports and effective record-keeping systems.

Maintain current and accurate records.

Complete required documentation to ensure program compliance with federal and state mandates.

Coordinate and conduct parent meetings and trainings.

Work independently with minimal direction.

Operate a computer and assigned office equipment.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Graduation from high school and supplemented by college-level course work in Early Childhood Education, or related field, and three years related experience involving community services, social services, or health services work. Experience serving families with infants, toddlers, or preschoolers and completion of college coursework in infant/toddler education is preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

MAY REQUIRE:

Fluency in English and a second language (Spanish or Vietnamese) as specified by the Santa Clara County Office of Education.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Indoor and outdoor environment.

Must be able to drive personal vehicle to home visits, group sessions, and meetings.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting for extended periods of time.

Approved by Personnel Commission: July 15, 2020

Revised: 8/12/20



Marisa Perry
Director – HR / Classified Personnel Services

Date: 08/12/2020