

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: Supervisor- Child Care Resource and Referral

Basic Function:

Under general supervision, the Resource and Referral Supervisor is responsible for fostering and maintaining relationships with families, providers and partners to ensure positive program outcomes for the Resource and Referral Department. Oversees the day to day operations of the Resource and Referral Department, and is responsible for the management and implementation of the overall scope of work, including managing project timelines, tasks, budgets, and reports for the California Department of Education. Provides, facilitates, and/or coordinates trainings, workshops and technical assistance to families and child care providers.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Supervises the implementation of services and special projects for child care referral services in accordance with specific contractual

ChildCarePlanningCouncil(LPC).

Manages programs and partnerships related to Resource and Referral services; works closely with Community Care Licensing staff on licensing implementation of child care providers and health and safety issues.

Attends sectional or regional meetings, semi annual and annual meetings and Resource and Referral conference.

Attends a variety of meetings, trainings and staff development programs as assigned; conducts regular meetings with staff.

Trains and evaluates the performance of assigned staff; interviews and selects employees and recommends transfer, reassignment, termination and disciplinary actions.

Monitors State and Federal legislation related to child care.

OTHER DUTIES

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE:

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

Applicable mandated timelines.

Program planning.

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

Oral and written communications 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.

Speak and present publicly.

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.

