JOB DESCRIPTION

Job Title: Child Care Resource and Referral Counselor
FLSA Status: Non-Exempt
Department: Child Care Resource and Referral
Reports to: Provider Services Director
Prepared by: Dir., CCR&R Program

Job Overview:
This position is responsible for providing comprehensive child care resource and referral information to parents, child care providers, county human services advisory council and the general public. The position also conducts site visits and provides technical assistance to child care centers.

Essential Duties and Responsibilities:
- Equitably refer customers to child care resources and providers by using the NACCRAware database and distribute written referral procedures to providers
- Counsel families in person, on the phone and through customized mailings
- Help customers understand their child care needs and provide them with the tools, information and resources to identify a quality child care provider capable of meeting their unique needs
- Coordinate and prepare mailings to obtain current information from child care providers
- Update and maintain community resource information in NACCRAware and other databases
- Annually compile, analyze, publish and distribute child care supply and demand data for the Essex County community
- Participate in practicum experiences and other trainings as needed
- Schedule site visits with child care providers to evaluate for slot development
- Prepare and timely submit quarterly reports to Division of Family Development

Expected Results / Performance Goals and Objectives:
- Maintain high customer satisfaction ratings
- Maintain accuracy of information within NACCRAware database
- Ensure that at least 20% of clients submit satisfaction surveys
- Maintain daily communication with supervisor to ensure knowledge sharing and quality service

Education and Experience Required
- Bachelor’s degree in Early Childhood Education, Social Work or a related field
- Minimum of four years experience working in a child care center, child care resource and referral agency or the equivalent

Knowledge and Abilities (Competencies)
- Bi-lingual in Spanish is a plus
- Ability to read and interpret documents such as licensing regulations, safety rules, and procedural manuals
- Strong written and oral communication skills
- Proficient in the Microsoft suite of applications
- Able to write routine reports and correspondence

Physical Tasks:
- Must possess a valid driver’s license and personal vehicle for local and statewide travel
- Ability to walk and climb stairs
- Ability to lift up to 25 pounds