



Job Description Resource and Referral Coordinator

Position Title: Resource and Referral Coordinator

Reports To: Director of Programs

Classification: Non-Exempt

Position Summary:

Under the supervision of the Director of Programs, the Resource Referral Coordinator is responsible for providing resources and education to parents. This part-time position may at times require night and weekend work due to scheduled trainings and outreach events.

Primary Responsibilities:

1. Communicate with child care providers, parents, and the community via telephone, email and in person to provide parent resources, education and referral services
2. Manage the NACCRRAware database, including annual provider update and on-line child care search
3. Produce a customized listing of child care options that may meet families unique needs using the NACCRRAware database
4. Provide resources and information to families regarding types of child care, financial assistance, average cost of child care, legally operating programs, quality indicators, child development and community resources
5. Coordinate, develop and implement parent education training sessions for child care providers, parents and the community in our service area
6. Ensure all consumers have the opportunity to participate in evaluation surveys
7. Maintain all program data, documentation and confidentiality
8. Compile and submit accurate reports in a timely manner and in compliance with contract stipulations
9. Order educational materials and resources to meet the needs of parents and community members
10. Coordinate marketing and outreach activities that target parents, providers of child care, businesses and the community
11. Assist with financial assistance group interview by reviewing documentation and conducting interviews, as needed
12. Coordinate, develop and implement other trainings as assigned
13. Adhere to IACET's Continuing Education and Training Standards for all trainings
14. Participate actively in early childhood professional organizations



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15. Keep abreast of current literature and research related to child development, the child care field and the child care workforce
16. Assist at fundraising and training events when needed
17. Provide quality customer service to all internal and external customers of the agency
18. Follow agency procedures to assure reporting of suspected child abuse and/or neglect
19. Follow agency procedures in reporting any suspected licensing deficiencies observed at child care programs
20. Participate in the attainment and retention of CCAA Quality Assurance Accreditation
21. React productively to change and handle all other work-related responsibilities as assigned

Qualifications:

1. Bachelor's degree in Child Development, Early Childhood Education, or Human Development and Family Studies with a concentration in Child Development
2. Minimum: three years combined experience working directly with children and families
3. Prefer: Experience with children ages birth through age 13 including children with special needs, families and adult learners
4. Prefer: bi-lingual in English and Spanish
5. Knowledge of training techniques for adult learners and the different types of child care programs and the staff who work in them
6. Understanding of the complex issues related to child care and early education
7. Knowledge about prevention of child abuse and neglect, and of the system for reporting
8. Working knowledge of Alabama Child Care Licensing Requirements
9. Excellent interpersonal and verbal communication skills
10. Proficient in Microsoft Office Suite (Word, Excel, Publisher, PowerPoint, Outlook, Access)
11. Driver's license and regular access to vehicle covered by liability insurance with limits of \$100,000/\$300,00