

SANTA CRUZ COUNTY OFFICE OF EDUCATION

CHILD CARE RESOURCE AND REFERRAL TECHNICIAN

DEFINITION

Under direction, provide ongoing communication with those seeking referrals for, and information about, child care referrals, and other related resources in Santa Cruz County; provide child care technical assistance, and implement related Child Development Resource Center (CDRC) projects and programs.

SUPERVISION EXERCISED

No supervisory duties.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Serve as an information source regarding the Child Development Resource Center services, child care referrals, and child care consumer education services and resources, including but not limited to Cal WORKS, Trustline, and enhanced child care referrals.

Provide counseling to the public seeking referrals for, and information about, child care and other related resources in Santa Cruz County.

Provide technical assistance on the development and operation of childcare services to existing and potential child care providers.

Assist with provider recruitment and training activities.

Schedule appointments.

Participate in the development and implementation of component's annual goals and objectives.

Develop and prepare materials and reports.

Represent the agency in the community as needed.

Assist with implementation of other component programs as needed.

Provide childcare provider fingerprinting.

Attend staff meetings and assist other staff as needed.

Oversee and implement the process for childcare consumer follow-up.

Implement the development, organization, and maintenance of the child care referral provider files and parent resources.

Provide childcare resource and referral services at CDRC satellite offices as necessary.

Identify relevant and appropriate childcare consumer education materials.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (Continued)

Review relevant information on public policy issues affecting the federal, state, and local delivery of childcare services.

Assist in the publication of quarterly newsletter.

Implement the processing of corporate client childcare referrals (Enhanced Referrals); oversee the organization and maintenance of Enhanced Referral files.

Adhere to all contract funding terms and conditions.

Oversee the process for translation of Spanish language materials for the agency.

Implement programs, which identify local parent/child care provider needs, resources and trends.

Conduct relevant presentations as needed.

OTHER RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Child Care and development programs and resources.

English usage, spelling, vocabulary, grammar, and punctuation.

Principles and practices of writing business letters and preparing reports.

Principles and procedures of record keeping.

Mathematical principles.

Skill and Ability to:

Operate modern office equipment including computer equipment.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Use independent judgment in carrying out complex written and oral instructions.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Perform multiple tasks simultaneously under pressure.

Politely respond to diverse requests and inquiries from the public.

EDUCATION AND EXPERIENCE

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Education:

Training equivalent to completion of the twelfth grade supplemented by college level course work.

Experience:

Two years of increasingly responsible experience, preferably in child care, early childhood education, or child development.

License or Certificate:

Possession of, or ability to obtain, an appropriate driver's license.

SPECIAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment.

Effective Date: July, 1999.