



POSITION: Child Care Subsidy Specialist

REPORTS TO: Family Resource Program Manager

AGENCY SUMMARY:

Child Care Resources (CCR) has been at the forefront of the early learning landscape for 30 years ensuring that all children have equitable access to safe, engaging and positive early learning experiences that promote school readiness and lifetime success. With a staff of 110 and a budget of \$13 million (89% publicly funded), CCR provides a broad array of services for families and child care providers so that they in turn can support the development and well-being of our children.

The Family Services Department encompasses all services provided directly to families. The Department delivers the following supports to families: child care resource and referral services, and child care subsidy navigation, provided through the Child Care Aware of Washington Family Center (statewide call center); child care subsidy services provided for low income families, veterans, and families experiencing homelessness; intensive case management services (Pierce and King Counties); and family engagement services provided directly to families at the Allen Family Resource Center.

OPPORTUNITY:

Child Care Resources administers several child care subsidy programs, distributing roughly \$800,000 per year in child care payments for families across King and Pierce Counties, including families experiencing homelessness, families of veteran students, and families who are just over income for the state child care subsidy. The Child Care Subsidy Specialist will coordinate all the operations for CCR's child care subsidy programs, including monthly billing and accounts payable process, communication with child care providers, new vendor enrollment, and updating, translating, and maintaining program materials, policies, and rates. This position reports to the Family Resource Program Manager and works closely with a team of five Family Engagement Specialists.

RESPONSIBILITIES:

- Provide culturally relevant and inclusive services in person, over the phone, and by email to families, child care providers, and other community members throughout Pierce and King Counties.
- Help develop and maintain clear, responsive, and equitable child care subsidy program materials (hand book, payment authorization, etc.), funding policies, and rates;
- Assess program materials and procedures with a lens of anti-racism and accessibility; and

- implement continuous quality improvement efforts;
- Organize and share program materials and funding policies in a way that ensures consistent understanding and implementation across team members;
 - Become proficient in current program operational procedures and continually assess for improvement opportunities;
 - Monitor subsidy program budgets and provide regular updates to team members;
 - Support the subsidy programs' transition to the new Case Worthy software in spring 2021; including software testing, training team members, and ensuring smooth continuity of subsidy operations.
 - Establish clear and consistent communication with child care providers, establishing understanding and expectations of program participation;
 - Complete monthly accounts payable process for child care subsidy programs, including timely preparation and submission of approved child care subsidy invoices;
 - Establish and maintain effective working relationships with team of Family Engagement Specialists and Business Services team;
 - Support child care providers with invoice preparation and submission;
 - Responsible for maintenance of vendor accounts, including but not limited to, banking details, contact information, tax and W-9 identification.
 - Other duties as assigned

MINIMUM QUALIFICATIONS:

At least 5 years of relevant experience; or an Associate of Arts degree and 3 years related work experience; or a Bachelor of Arts degree and 2 years related work experience;

ADDITIONAL REQUIREMENTS INCLUDE:

- Approach work with a sense of possibility, see challenges as opportunities for creative problem-solving, and work to find creative solutions;
- Effective equitable verbal and customer service skills in-person and over the phone (discretion, patience, & warmth), as well as ability to adjust communication style for various audiences;
- Effective interpersonal skills including ability to constructively manage conflict and ability to respond clearly and effectively to inquiries from stakeholders and the public;
- Effective written communication skills, including proper use of grammar, punctuation, and spelling, with the ability to proofread.
- Experience working with a variety of individuals from diverse backgrounds and income levels, and a demonstrated commitment to diversity, cultural relevancy, and inclusion;
- Ability to work effectively as part of a team or independently, as tasks require;
- Ability to communicate and actively participate in CCR team meetings and committees and external community groups;
- Ability to assess when to exercise discretion and when to reach out with questions;
- Ability to work under deadlines, work on several tasks simultaneously, and organize and prioritize work quickly in response to changing needs;
- Critical thinking and analytical skills;
- Experience with data entry and data management systems;

- Ability to be both fast and accurate in a high-volume setting;
- Attention to detail and commitment to accuracy;
- Knowledge and experience working with MS Office Suite, with strong Excel skills;
- Excellent organizational and prioritization skills.
- Challenges status quo in an intentional manner;

DESIRED QUALIFICATIONS:

- Native language speaking abilities in Spanish, Chinese, and/or Somali; and
- Knowledge of the child care system

COMPETENCIES:

Mission Driven

- Demonstrates enthusiasm and positivity for the mission.
- Demonstrates alignment with the organization's stated values.
- Articulates the organization's goals around racial equity.
- Welcomes opportunities to engage with other programs and departments.

Anti-racist mindset

- Takes responsibility for the impact of their own words and actions, regardless of intent.
- Accepts feedback about personal behavior.
- Understands unconscious biases exist in self and others, and that it can influence their work.
- Asks for feedback from others.
- Embraces diversity of perspectives and individuals.
- Engages in learning opportunities that result in self-growth.
- Seeks to build relationships with diverse individuals and groups.

Communication

- Demonstrates active listening.
- Prioritizes and responds to messages in a timeframe that aligns with their own role and is responsive to the needs of the requestor.
- Has writing skills that match the expectations of their own role.
- Participates actively and contributes in small group meetings.

Adaptability

- Demonstrates ability to adapt to changing circumstances.
- Demonstrates understanding tolerance with ambiguity.
- Models among peers an inclination to take on new challenges and seek opportunities for growth.

Ownership and quality of work

- Meets established policies, quality and performance standards.
- Is responsive to supervisors, colleagues, clients and the community.
- Completes deliverables accurately and timely. Receives and integrates feedback when there are opportunities for growth.

FLSA Status: Full Time, Exempt

Hiring Salary Range: \$42,882- \$53,603

BENEFITS:

CCR's benefit package includes employer-paid top tier medical, dental, and vision insurance plans for employees, 21 days of PTO per year in addition to 10 paid holidays, and week-long office closure at year-end, three floating holidays, flexible work environment, employer-paid life insurance, short-term disability/illness leave accrual, Employee Assistance Program (EAP), and 401k with 3% employer match.

CCR is an equal opportunity employer and we value diversity among our staff. We strongly encourage people of color, immigrants and refugees, people from the LGBTQ community, people with disabilities, and people from other historically marginalized groups to apply

HOW TO APPLY:

Submit your application materials to hr@childcare.org. You will be asked to upload:

1. A resume
2. A cover letter, describing as specifically as you can how your experience, skills, and values are a fit with Child Care Resources' goals and mission as described in this announcement.
3. A brief personal equity statement, describing your skills and experience engaging with issues involving diversity, racial equity and inclusion, and/or in advancing racial equity in organizations. **This statement should not exceed 300 words.**

To learn more about Child Care Resources, please visit www.childcare.org