



POSITION: Family Engagement Specialist-Veteran Student Subsidy

REPORT 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.

Child Care Resources was recently awarded a contract from King County to design and implement a child care financial assistance program for student veterans. Student veterans stand at a critical juncture in their transitions from military service to civilian life. Because they often come to college and universities later in life, it is not unusual for these student veterans – particularly women student veterans - to have young children who require care while parents attend classes, study, or work part time. The challenges of finding and affording quality childcare meeting the unique needs of student veterans, cause too many of these students to take longer than average to complete their schooling, or drop out.

OPPORTUNITY:

Child Care Resources is looking for a motivated, self-starting, creative problem solver, passionate about connecting families to child care and early learning opportunities for their children. This position will work to help develop and implement, the new Veteran Student Child Care pilot program (80%), by directly supporting the student veteran parents, to enroll in and use the subsidy. They will also administer the Child Care Financial Assistance program (20%), funded by the cities of Bellevue, Redmond, Auburn, Kent, and Covington. The Family Engagement Specialist is a member of the CCR Family Services Department and reports to the Family Resource Program Manager. They will work closely with a team of other Family Engagement Specialists. **This position will work remotely until further notice. Eventually, this position may require travel to colleges and universities around King County.**

RESPONSIBILITIES:

- Provide culturally relevant, inclusive services, over the phone and by email to families, child care providers, and other community members;
- Develop effective working relationships with community partners around King County who serve veteran students, to facilitate family referral and outreach activities;

- Help develop and implement protocols and procedures for responding to families' needs;
- Process Veteran Student Subsidy and Child Care Financial Assistance program applications and maintain program waitlists (if applicable);
- Keep meticulous program records accurate and up-to-date and document all contacts and services provided for each family;
- Assess the child care needs of the families seeking support and provide information and consultation on assessing quality and choosing child care that will meet families' needs;
- Explain child care options to parents and provide referrals to licensed child care providers in the community;
- Participate in community outreach events;
- Develop understanding of resources available to veterans and provide effective referrals;
- Facilitate communication between parents and their providers in understanding mutual expectations. Address and help mitigate issues relating to families' child care arrangements;
- Assist families to access Working Connections Child Care subsidy (WA state) and other public benefits (City of Seattle Child Care Assistance Program, etc.), when eligible;
- When eligible, authorize CCR child care subsidies and quarterly extensions;
- Provide information, materials, and consultation to parents about child development;
- Prepare reports and other written materials related to program;
- Support the Child Care Aware of Washington Family Resource Center, as needed;
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

At least 5 years of relevant experience; or an Associate of Arts degree in Early Childhood Education, Social Work, or a related field and 3 years related work experience; or a Bachelor of Arts degree in Early Childhood Education, Social Work, or a related field and 2 years related work experience; or a Master's degree in Early Childhood Education or Social Work, and 1 year related job experience.

ADDITIONAL REQUIREMENTS INCLUDE:

- Ability to work in a team environment, to communicate, and to actively participate in CCR team meetings, committees, and community groups;
- Approach work with a sense of possibility, see challenges as opportunities for creative problem-solving, and work to find creative solutions;
- Experience working with individuals from diverse backgrounds, and a demonstrated commitment to diversity, cultural relevancy, and inclusion;
- Ability to approach all work with a racial equity lens;
- Experience working with low-income;
- Understanding of the effects of poverty, racism, and classism on families from marginalized communities and populations;
- Experience with case management and/or family advocacy;
- Effective interpersonal skills including demonstrated ability to constructively manage conflict;

- Ability to work under deadlines, work on several tasks simultaneously, organize and prioritize work quickly in response to changing needs;
- Critical thinking and analytical skills;
- Proficiency in Microsoft Office Suite, and data entry experience is helpful;
- Washington State Driver's License, auto insurance, and access to a reliable automobile; and
- Flexibility to work limited evening and weekend hours.

DESIRED QUALIFICATIONS:

- Knowledge of early childhood development, child care and other early learning opportunities;
- Knowledge of veteran's affairs or higher education

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.

FLSA Status: Full Time, Exempt

Hiring Salary Range: \$45,026 - \$56,283 depending on experience.

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