



POSITION: Family Resource Center Specialist

REPORTS TO: Family Resource Center Lead

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 120 and a budget of \$13 million, 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.

OPPORTUNITY:

The Child Care Aware of Washington Family Resource Center is a call center operated by Child Care Resources that connects caregivers from across the state (parents, guardians, case managers) with high quality early learning opportunities for the children in their care. Each week, as part of the eight-person call center team, the Family Resource Center Specialist helps dozens of families find the right early learning setting for their children.

RESPONSIBILITIES:

- Provide culturally relevant, inclusive services over the phone and by email to families, caregivers, service providers, and other community members;
- Actively engage with the team to meet the needs of families and children, community partners and stakeholders as well as meeting the deliverables of program contracts and funders;
- Provide caregiver education (regional and statewide information), including elements of quality child care and how to identify and choose quality child care;
- Complete program intakes and perform child care radius searches for caregivers while providing additional information and referrals, as necessary;
- Use intake tools, scripts and regional resources to assess family needs for child care;
- Provide lists of referrals to child care providers in the community using program Salesforce database;
- Assist families to access Working Connections Child Care subsidy (WA state) and other public benefits, when eligible;
- Prepare and send information to care givers (ex. parent packets, requested materials and referral lists) via email, mail or fax;
- Work with interpreter services and provide services to walk-in families as needed;
- Assist with maintaining client and provider data integrity by reviewing and cleaning-up client files; contacting child care providers to obtain updated information and performing daily, weekly, monthly and quarterly tasks as determined by contracts, DEL, community initiative or industry best practice.

- Opportunities to work on other special projects, such as community outreach, child care provider updates, legislative advocacy, racial equity caucusing, hosting extended learning opportunities, etc.

MINIMUM QUALIFICATIONS:

At least 3 years of relevant experience; or an Associate of Arts degree in Early Childhood Education or a related field and 2 years of related work experience; or a Bachelor of Arts degree in Early Childhood Education or a related field and 1 year of related work experience.

Additional expectations include:

- Ability to work in a team environment, to include ability to communicate and actively participate in CCR team meetings, committees and community groups;
- Ability to remain focused on client calls while working in an open office environment;
- Experience working with individuals from diverse backgrounds, and a demonstrated commitment to diversity, cultural relevancy, and inclusion;
- Desire to support children and families;
- Effective written and verbal communication skills;
- Effective interpersonal skills including an ability to quickly establish a warm connection over the phone and to constructively manage conflict;
- High quality listening skills with the ability to give and receive feedback;
- Approach work with a sense of possibility, see challenges as opportunities for creative problem-solving, and work to find creative solutions;
- Attention to detail and ability to multi-task;
- Experience in/understanding of the provision “quality customer service”.
- Knowledge of or comfort in learning basic database systems;
- Proficient in Microsoft Office Suite;
- Flexibility to attend occasional community events, providing outreach to parents and community partners.

Desired qualifications:

- Experience with Salesforce; and/or
- Knowledge of child development & child care, as well as local and statewide family resources.

COMPETENCIES:

- **Mission-driven:** Commitment to advancing social justice through equitable educational opportunities for all children
- **Equity mindset:** Demonstrates the values of racial equity, diversity and inclusion; fosters an inclusive environment that facilitates diversity
- **Communication:** Uses effective written and oral communication with internal staff, teams, and community served; demonstrates empathy and listening
- **Adaptability:** Adapts and responds to change; proactively seeks opportunities to be supportive of change that serves our mission
- **Ownership and quality of work:** Manages own work, and work of teams when relevant, ensuring delivery of high-quality work
- **Decision-making:** Regularly identifies critical information needed to inform decision-making
- **Continuous improvement minded:** Identifies strategies to improve organization’s impact

FLSA Status: Non-Exempt

Hiring Salary Range: \$40,480 – \$51,050

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, 16 hours of volunteer time off, 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