



Job Description

Position	Division	Team
Family Resource Center Specialist	Family Services	Family Resource Center

PURPOSE: The Family Resource Center Specialist provides direct services to the community (parents, guardians, caregivers, case managers) within the Child Care Aware of Washington Family Center, a statewide child care and referral call center. The Specialist is a member of an 8-person staff team that provides high-quality services across a regional network and in response to the needs of families across 39 counties by providing parent referral information and consumer education around identification and access to child care program and resources.

NATURE & SCOPE: The Family Resource Center Team is part of the Family Services Department – where programs, services, advocacy and community partnerships focus on families statewide. The Specialist reports to a supervisor (Family Resource Center Manager) for overall work assignments and performance evaluations. In addition, the Specialist will be assigned additional responsibilities where they may collaborate with regional CCA staff and/or report to an assigned program manager or senior team member for individual project direction. As a member of the Family Resources Team, the Specialist must participate as an active and engaged member of the team; setting goals and helping ensure that the work is accomplished. Frequently, the entire Family Services Department works collaboratively to define develop and meet department deliverables and outcomes.

FLSA STATUS: Non-exempt

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Specific responsibilities of the Family Resource Center Specialist on the Family Center Resource team include, but may not be limited to:

- Actively engage and work together with team to fulfill program operations and to meet the needs of families and children, King County and Statewide community partners and stakeholders, contract deliverables and funder outcomes.
- Perform inbound/outbound intake with clients (including dedicated Spanish line, if bilingual English/Spanish) while providing parent counseling on the information and referral phone lines.
- Use specific intake tools, scripts and regional resources to collect client requests and demographics in statewide database and to assess family needs for child care.
- Provide consumer education (regional and statewide information), including elements of quality child care and identifying and choosing quality child care.
- Provide referrals to providers in the community using electronic data information system.
- Prepare and send standard and customized parent information (ex. parent packets, requested materials and referral lists) via email, USPS mail or fax.
- Work with interpreter services and provide services to walk-in families as needed.
- Following protocols and processes, assist with maintaining client and provider data integrity as part of the teams' collective responsibility for monthly client data management and provider data management; client data elements include reviewing and cleaning-up client files; provider data elements range from contacting child care providers to obtain updated information to performing

daily, weekly, monthly and quarterly tasks as determined by contracts, DEL, community initiative or industry best practice.

- Support program operations, as requested by supervisor and senior team members, including but not limited to, preparing statistical compilations for community partners and CCR staff, preparing monthly schedule and reports, engaging regularly with regional CCA of WA member council liaison, updating statewide website, community resources, online referral module and related systems and processes.
- Participate in agency-wide annual performance review that includes self-evaluation, peer evaluation and supervisor evaluation; participate in ongoing review with supervisor throughout the year.
- Demonstrate high quality customer service by passing "Quality Assurance" review process.
- Demonstrate an understanding and commitment to agency vision, mission, and anti-racism efforts.

EDUCATION AND EXPERIENCE

Minimum requirements include at least 5 years of relevant experience; or an Associate of Arts degree in Early Childhood Education or a related field and 3 years related work experience; or a Bachelor of Arts degree in Early Childhood Education or a related field and 2 years related work experience; or a Masters of Arts degree in Early Childhood Education and 1 year related job experience.

KNOWLEDGE, SKILLS AND ABILITIES

- Proven 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 a highly trafficked and open office environment.
- Excellent written and verbal communication skills.
- Ability to problem solve creatively and resourcefully.
- Excellent listening skills with the ability to give and receive feedback.
- Attention to detail and ability to multi-task within each call and as part of the call follow-up and delivery of referral and parent information packets.
- Demonstrated commitment to diversity, cultural relevancy and inclusion is required.
- Knowledge of child development and child care is preferred.
- Knowledge of local and statewide family resources is preferred.
- Experience in/understanding of the provision "quality customer service".
- Knowledge of basic database systems.
- Proficient in Microsoft Outlook, Word, Excel, Azure, Salesforce.
- Flexibility to attend community events, providing outreach to parents and community partners.

PREFERRED QUALIFICATIONS:

- Candidates bilingual in Spanish or Somali.

COMPENSATION: Starting range: \$38,892-\$48,615

BENEFITS: Comprehensive medical, vision, dental, LTD, AD&D and Life Insurance. 100% employer paid for employee coverage. Additional voluntary coverage available. 401k, generous PTO, Extended Illness benefit and paid holidays. Generous package!

To apply, please email cover letter, resume, and four professional references (**2 of which must be current or prior supervisors**) to hr@childcare.org
For more information on Child Care Resources check www.childcare.org