



JOB DESCRIPTION

POSITION: Homeless Family Engagement Specialist, Homeless Child Care Subsidy Program, Family Services Department

PURPOSE: The Homeless Family Engagement Specialist helps identify and assist families who are experiencing homelessness to meet their child care needs. They help administer the Child Care Resources Homeless Child Care Subsidy. They provide other related services to families in homeless situations and technical assistance to child care providers to adapt care for vulnerable children. The goal of these services is to ensure that children from families experiencing homelessness in King County can access protective early learning environments.

NATURE & SCOPE: The Homeless Family Engagement Specialist is a member of the Family Services Department and reports to the Homeless Child Care Subsidy Program Manager. They work closely with the Homeless Team to identify needs of families and arrange applicable services related to child care. **This position is based at Child Care Resources' Seattle Office and primarily serves King County. This position does require occasional travel to Kent and Tacoma.**

RESPONSIBILITIES: Specific responsibilities of the Homeless Family Engagement Specialist include, but may not be limited to:

- Provide culturally relevant and inclusive services remotely and in person (at CCR and in the community), over the phone, and by email to families, child care providers and other community members throughout King County;
- Meet with families on-site at shelters or other designated locations throughout King County to assess families' needs for child care and related services;
- Actively engage and work together with team to fulfill program operations and to meet the needs of families and children within King County;
- Develop and implement a plan to respond to client requests and needs;
- Authorize child care subsidies and monthly extensions in accordance with the policies and procedures of multiple contracts;
- Provide education and consultation on choosing child care that will meet families' needs. Use our agency's database system to search for appropriate child care referrals;
- Provide information, materials, and consultation to parents about child development, how homelessness affects children and families, and the indicators of high-quality care;
- Explain child care options to parents and provide referrals to licensed child care providers in the community. Accompany families, occasionally, on site visits to prospective child care providers;
- Provide technical assistance to child care providers to adapt care for vulnerable children;
- Facilitate communication between parents and their providers in understanding mutual expectations. Address issues relating to families' child care arrangements;

- Keep accurate and up to date data and records. Document/record all contacts and services provided for each family and enter information into applicable databases, when required. Present records, when requested;
- Conduct community outreach, establish and maintain open, working communications with homeless housing programs and other homeless services personnel;
- Establish and maintain positive working relationships with DSHS personnel involved with client services. Assist families to access Working Connections subsidy and other child care funding, when eligible;
- Maintain on-going support and monitoring of parent's progress in maintaining child care, housing and related services.

MINIMUM QUALIFICATIONS: Minimum requirements include 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 Masters of Arts degree in Early Childhood Education or Social Work and 1 year related job experience. Spanish language fluency strongly preferred. Additional requirements include:

1. Proven ability to work in a team environment, to include ability to communicate and actively participate in CCR team meetings, committees and community groups;
2. Experience working with low income persons and individuals experiencing homelessness;
3. Case management or family advocacy experience;
4. Excellent written and verbal communication skills;
5. Excellent interpersonal skills including demonstrated ability to constructively manage conflict; the ability to respond clearly and effectively to inquiries from stakeholders and the public and effectively work in environments requiring a high degree of tact and discretion;
6. Ability to work effectively as part of a team or independently as tasks require;
7. Experience with data entry and data management systems;
8. Excellent time management skills and demonstrated ability to manage multiple demands simultaneously;
9. Demonstrated commitment to diversity, cultural relevancy and inclusion is required;
10. Experience in/understanding of the provision "quality customer service" via phone, email, and in person;
11. Knowledge of computer software, especially Microsoft Word and Excel. Data entry experience is helpful;
12. Washington State Driver's License, automobile insurance, and access to a reliable automobile are required;
13. Knowledge of child development and child care is preferred;
14. Flexibility to work limited evening and weekend hours by attending community events to provide outreach to parents and community partners.

Preferred Spoken Languages:

Spanish, Somali, Chinese and Vietnamese.

To apply, please email your resume and cover letter detailing how your experience and interest is a match for this specific position to: hr@childcare.org

- Hiring Salary is \$45,000 to \$50,000
- Salary depends on ability to meet or exceed the above desired employment criteria.
- Generous medical, dental and vacation benefits provided

For more information on Child Care Resources go to www.childcare.org