



Temporary Family Resource Center Specialist

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. This will begin as a temporary, fulltime position through the end of December 2020, with the potential for becoming permanent, if funding allows.

This position will require one day of in-person orientation and then will can be performed entirely remotely.

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 requirements 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;
- Excellent 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:

- Native language speaking abilities in Spanish or Somali;
- Experience with Salesforce; and/or
- Knowledge of child development & child care, as well as local and statewide family resources.

FLSA Status: Non-exempt, temporary full-time through end of December 2020

Hiring Salary Range: \$18.70-\$23.37 per hour, depending on experience

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. For more information on Child Care Resources, please visit our website at www.childcare.org.