

NORTH COAST OPPORTUNITIES, INC.
413 North State Street, Ukiah, CA 95482

POSITION DESCRIPTION

Title:	RESOURCE & REFERRAL SPECIALIST I - III
Program:	Rural Communities Child Care
Reports to:	Resource & Referral Manager
Supervisory Responsibility:	No
FLSA/IWC Status:	Non-exempt

I. General Responsibilities

Under general supervision and direction, this position is responsible for participating as a member of the RCCC program team in the overall implementation of its mission and goals. This position's general responsibilities include performing Resource and Referral (R&R) activities in the assigned office including: assisting families and child care providers with needs related to children and child care; acting as an advocate to ensure that families and child care providers acquire appropriate services and referrals; and providing community awareness and advocacy regarding child-related issues.

II. Specific Duties & Responsibilities

Resource & Referral Specialist I & II

1. Provides child care referrals and other information regarding community services to parents, child care providers, and community members; performs timely and accurate documentation of all referrals, agency contacts, phone assistance, following up as appropriate.
2. Provides recruitment and ongoing support and technical assistance for child care providers; assists with the development of all types of child care facilities and services.
3. Maintains and regularly updates the resource files on all child care facilities; contacts each facility at least quarterly for changes to information.
4. Maintains and updates the office copy of the community resource directory.
5. Maintains awareness of current information on all aspects of initiating new child care facilities as well as licensing regulations, zoning laws, permits and fees required by local city and county government agencies in each area. Acts as a local advocate concerning government barriers and issues regarding developing new or enhancing existing child care facilities.
6. Provides technical assistance for child care providers, parents, agencies, employers and community associations surrounding child care, child development, and other child related issues.
7. Regularly organizes and provides presentations and trainings for child care providers and parents; this may extend as well to agencies, employers and community associations as directed.
8. Provides technical assistance in the Trustline process for exempt providers; follows through with appropriate staff as needed.
9. Maintains inventory of the office Resource Library including regular monitoring of the checkout list and sanitation as needed.
10. Assists with research, data collection, and ongoing assessment of needs regarding child care and identifies alternative resources for children and providers.
11. Provides articles and local information in a timely manner for RCCC quarterly newsletter.
12. Attends scheduled meetings and trainings as needed.
13. Assists at RCCC trainings and events as necessary.
14. Ensures work station is functional, clean and stocked to perform duties and responsibilities; follows NCO and/or RCCC guidelines to report all safety issues, or equipment malfunction or maintenance needs.
15. Aligns work behaviors in conformance with NCO's Mission, Vision and Values.
16. Work habits:
 - Is on time and obtains approval from supervisor for changes in work schedule or absences.
 - Able to stay focused on the job.
 - Takes pride in creating a positive, efficient work environment.
 - Treats co-workers and clients with respect.
 - Represents NCO and its programs to the community in a positive light.

- Is able to positively adapt to change.
 - Dresses appropriately for the job.
17. Perform other duties as assigned.

Resource & Referral Specialist III

In addition to the duties and responsibilities of the R&R Specialist I & II, the R&R Specialist III:

1. Performs site visits to child care homes and centers as needed.
2. Keeps up-to-date on Child Care Food Program (CCFP) regulations and basic nutrition guidelines; provides CCFP training and technical assistance to providers on regulations, nutrition and USDA guidelines.
3. Conducts triennial food site monitoring of CCFP providers; maintains accurate and up-to-date records, files and forms on CCFP providers.
4. Presents R&R information at Community Care Licensing (CCL) orientations when scheduled in assigned office.
5. Keeps knowledge and abilities current by participating in 50 hours of continuing education in areas such as Early Childhood Education, local and state child care initiatives and trends, local resources, etc.

III. Education & Job Qualifications

Resource & Referral Specialist I

1. High school diploma or equivalent required.
2. Experience in providing direct services to families and children in a human service organization preferred.
3. Excellent English verbal and written communication skills; able to provide as well as understand and follow verbal and written instructions.
4. Knowledgeable in the use of computers, and computer- and web-based software programs; experience with Microsoft products required.
5. Strong public relations skills preferred.
6. Self-motivated and able to work independently as well as be a contributing member of a team.
7. Able to demonstrate good judgment, creativity, initiative, thoroughness and dependability.
8. Demonstrated ability working with people from various socio-economic and culturally diverse backgrounds.
9. Able to be tactful, courteous, and demonstrate good customer service skills; able to work cooperatively with community agencies and their staff.
10. For work related driving, employee must have: a current, valid California driver's license; a driving record that demonstrates the employee is a safe, appropriate driver as verified by a DMV printout; and, proof of personal automobile insurance; or reliable transportation with proof of automobile insurance.
11. Must be able to work occasional scheduled evenings or weekends.
12. Spanish-English bilingual skills may be required per recruitment; bi-literate preferred.

Resource & Referral Specialist II

In addition to the Education & Job Qualifications listed for R&R Specialist I, candidates for R&R Specialist II must meet the following additional qualifications:

1. Possess an Associate's degree from an accredited school with a major in Early Childhood Education, Child Development, or other related field; or an equivalent combination of education and related work experience.
2. Experience in providing direct services to families and children in a human service organization required.
3. Able to perform assigned duties and responsibilities independently with minimal supervision.
4. Demonstrated proficiency in all aspects of duties and responsibilities required for the position.

Resource & Referral Specialist III

In addition to the Education & Job Qualifications listed for R&R Specialist I & II, candidates for R&R Specialist III must meet the following additional education and job qualifications:

1. Possess a Bachelor's degree from an accredited school in Early Childhood Education or another related field; or an equivalent combination of education and related work experience.
2. Must have public speaking abilities as demonstrated by prior experience performing presentations or trainings to groups of various sizes.
3. Must be familiar with CCL, R&R and CACFP guidelines.

WORK ENVIRONMENT/PHYSICAL DEMANDS

1. While performing the duties of this job, the employee is regularly required to talk, hear, listen, and communicate clearly.
2. The employee frequently is required to sit; use hands to finger, handle or feel objects, use manual and automatic office equipment, and reach with hands and arms.
3. The employee is occasionally required to stand; bend; reach down and stretch overhead; walk; climb or balance; and stoop, kneel, crouch, or crawl.
4. The employee may frequently lift and/or move up to 25 pounds unassisted and may occasionally move and lift heavier materials with assistance using ergonomic guidelines.
5. Specific vision abilities required by this job include close and distance vision, peripheral vision, depth perception, and the ability to adjust focus.
6. The ability to travel during the day and/or night, sometimes long distance – possession of a valid California Driver’s License and access to an insured vehicle is required.
7. Interaction and contact with outside agencies, vendors, funders, volunteers, donors and contributors is a frequent aspect of this job.
8. The employee will regularly use computers and computer printers, telephones and other similar electronic office equipment.
9. The environment can be noisy and includes the comings and goings of small children and their families.

Note: This class specification should not be interpreted as all-inclusive. It is intended to identify the core essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) or California FEHA. Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

Program:	Rural Communities Child Care Program
Position:	Resource & Referral Specialist I
Rate of Pay:	\$ 15.64 per hour
Hours:	20 hours per week, 12 months/year
Benefits:	Paid holidays, vacation and sick leave. Employee Assistance Program (all members of household are covered) available within 60 days of hire. Discounted membership in Reach is available with payroll deduction. Eligible to participate in 401(k) retirement plan within 90 days of hire, and for employer contribution & matching program upon qualifying.
To Apply:	Please complete and return an NCO employment application by the closing date. Applications are available on the NCO website at www.ncoinc.org/about-us/jobs/ , by calling 707.467.3200, or at the NCO main office, 413 N. State Street in Ukiah. For positions requiring ECE or CDV units transcripts must be attached with your application to be considered.
Application Closing Date:	Open until filled
Submitting an Application:	Applications accepted only at the NCO main office. Postmarks are not accepted. By mail or hand delivery: NCO, Inc. Attn: Human Resources 413 N. State St., Ukiah, CA 95482 By FAX: 707.467.3213 By Email: HumanResources@ncoinc.org
NCO is under no obligation to hire from this solicitation.	
North Coast Opportunities, Inc. is an Equal Opportunity Employer.	
For Head Start Child Development Program positions please see the NOTICE included with the Employment Application regarding Department of Justice clearance requirements.	