



Child Care Coordinating Council, Inc. of San Mateo County

JOB DESCRIPTION

Title: Program Specialist (Bilingual English/Spanish)
Reports To: Program Manager – Resource & Referral
Department: Community Programs
Classification: Non-Exempt
Hours: 40 hrs/week, flexible hours depending on training schedule (evening and weekend hours required)

PRINCIPAL RESPONSIBILITIES:

Under the direction of the Program Manager, the Program Specialist will support the implementation and administration of parent and provider services of Community Programs at 4Cs. Provide support to potential and existing child care providers and training to increase knowledge and enhance quality in child care settings.

PRIMARY DUTIES:

Contribute to the success of 4Cs workforce development projects: Provide outreach and technical assistance to child care early educators in person and over the phone. Provide information to potential and existing program participants through orientations and one-on-one meetings; assist with the annual recruitment for Community Programs. Assist potential licensed providers with Community Care Licensing application and pre-licensing.

Parent/Provider Education: Coordinate and host parent and provider meetings and/or training workshops of Early Childhood Education Topics in English/Spanish, including CPR, First-Aid, Preventative Practices, and Bleach-Free Environments. Submit articles monthly for the 4Cs e-Newsletter.

Provide resource and referrals (R&R) information to parents and community: Provide child care referrals and resources to parents, providers and community. Educate and assist income-eligible families who need child care subsidy. Educate families on types of care, curriculum models, quality, and choosing child care. Serve as liaison between families, providers, and community resources.

Information Management & Data Integrity: Ensure compliance with all data collection and reporting requirements. Responsible for ordering program materials and overseeing grant reimbursement requests and funds received for program participants. Maintain thorough and accurate records, files, correspondence and statistics in both written form and via data entry in computer databases to fully document services; enter client data from applications or reports into program-specific databases; gather and summarize data on clients as needed for reports.

Overall: Take initiative to continually expand and improve understanding and keep current on all program requirements; propose solutions to problems and discuss with supervisor to implement changes as directed; Follow the 4Cs employment handbook; Foster collaborative efforts within the department and enthusiastically carry out overall agency goals and mission.

Other miscellaneous duties as assigned

RELATIONSHIPS:

- Share information, collaborate and coordinate activities with other 4Cs staff

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- Develop and maintain supportive contact with target populations and community organizations serving these populations
- Represent 4Cs in community meetings and events relevant to community programs
- Maintain professional and cordial rapport with clients, using good judgment and discretion
- Maintain confidentiality related to 4Cs services and internal operations

NUMBER OF EMPLOYEES SUPERVISED:

Directly: 0 Indirectly: 0

MINIMUM QUALIFICATIONS:

- AA degree or equivalent experience and college level coursework in ECE, Human Services, Social Services or other field that specifically relates to the position; BA preferred.
- 2-3 years of experience in a directly related social service, health or child development position; direct service position preferred.
- Proficiency with MS programs such as Word, Excel, Outlook, PowerPoint and Access.
- Experience and expertise in using electronic media.
- Excellent data entry skills.
- Excellent organizational skills and attention to details and deadlines.
- Ability to manage own workload and prioritize multiple tasks.
- Demonstrated ability to work in a diverse population.
- Available to work some evening and week end hours.
- Bilingual competence in Spanish

SPECIAL QUALIFICATIONS:

- Knowledge of child development and issues related to the field of ECE and health.
- Knowledge of state licensing regulations for family child care and center based programs.
- Knowledge of San Mateo County community resources.
- Training experience with adult learners.

SOME OF THE ESSENTIAL PHYSICAL REQUIREMENTS:

- Typing on a computer and use of a mouse 60% of the time
- Sitting at a desk 70% of the time
- Talking on the telephone on a daily basis
- Filing
- Lifting boxes up to 20 pounds
- Some public speaking

TO APPLY: Please send Cover Letter and Resume to:

Jessica Avendano-Program Manager
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