



05/21

## Community Action Partnership of Madera County

**JOB TITLE:** RESOURCE & REFERRAL/ CHILD CARE INITIATIVE PROJECT (CCIP) COORDINATOR

**DEPARTMENT:** Child Care Alternative Payment and Resource & Referral Program

**UNIT:** Resource and Referral

**REPORT TO:** Child Care Alternative Payment and Resource & Referral Program Manager

**SUPERVISE:** Provider Services Associate, Child Care Navigator, Program Assistant/Clerk Typist II, Volunteers & Trainees

**COMPENSATION:** Range 24.5

**FLSA:** Full-time; Non-Exempt; may work evenings and overnight travel

**JOB OVERVIEW:** This position is responsible for providing information, training, and technical assistance to parents and child care providers to help improve the quality of child care services in our community. Assists in meeting the terms & conditions of state and federal regulations for the Child Care Initiative Program and Child Care Resource & Referral.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, ability, core competencies, and/or physical required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION/ EXPERIENCE:**

- Bachelor's Degree in Public Administration, Social Work, Sociology or related field.
- Three years of experience working with grants in writing, collecting and reporting data, or carrying out objectives.
- Two years of experience in management is preferred.

**ABILITY TO:**

- Read, speak, and write Spanish is required.
- Serves as an advocate/liaison between families and family service agencies, education facilities, local government, and business regarding child care needs and funding.

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- Establish effective communication and maintain effective working relationships with staff and community members.
- Communicate with California Department of Education and licensing agencies to ensure understanding of program operations.
- Relate well to all people of the community regardless of ethnic, racial, religious background or social-economic level.
- Communicate clearly and concisely both verbal and written.
- Exhibit excellent organizational skills.
- Communicate effectively with staff, providers and agency / business representatives.
- Establish goals and objectives for program activities.

### **KNOWLEDGE OF:**

- General computer and data base programs.
- General knowledge of principles, data processing, and record keeping skills.
- Thorough knowledge of general office practice, correspondence preparation, grammar, spelling and punctuation.
- Child care best practices and procedures as pertaining to providing care, parenting, special needs and education.
- Knowledge of business administration as it pertains to the operation of a child care business.
- Federal and state funding terms and conditions outlined in various contracts.
- Community Care licensing requirements for family child care and center based programs.
- Required documentation for audit purposes both program and fiscal.
- Budget and fiscal guidelines.

### **CORE COMPETENCIES:**

- Customer Commitment – proactively seek to understand the needs of our customers and provide the highest standards of services.
- Dedication to Professionalism and Integrity – demonstrates and promotes fair, honest, professional and ethical behaviors that establishes trust throughout the organization and with the communities we serve.
- Organizational Excellence – takes ownership for excellence through one's personal effectiveness and dedication to the continuous improvement of our programs and services.
- Success through Teamwork – collaborates and builds partnerships through trust and the open exchange of diverse ideas and perspectives to achieve organizational goals.

### **GENERAL PHYSICAL REQUIREMENTS**

- Exerting up to 15 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Able to maintain regular, punctual attendance consistent with the Americans with Disabilities Act (ADA), Family Medical Leave Act (FMLA), California Family Rights Act (CFRA) and other federal, state and local standards.
- Able to perform the essential job functions consistent with the ADA, FMLA, CFRA

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and other federal, state and local standards.

### MAJOR DUTIES & RESPONSIBILITIES:

#### LEADERSHIP

- Adheres to and applies the CAPMC mission, values, standards, policies and procedures.
- Attends mandatory new employee orientation/ mentor activities.
- Attends trainings, workshops, and classes to keep abreast of client engagement theories and practices.
- Engages and encourages personal and professional development.
- Ensures services are provided to all clients in a manner consistent with CAPMC mission, standards, values and grant requirements.
- Identifies and resolves concerns and issues.
- Interacts with clients and their families in a culturally and socially sensitive way.
- Keeps apprised of developments and trends in the program's operation and be attentive to the changing or growing needs of the community.
- Keeps informed of current theories and practices in the field.
- Keeps informed of program terms, conditions, and eligibility changes.
- Maintains and ensures that staff and volunteers maintain the confidentiality of staff, parent, child, client, community, and agency information included in files, conversations, meetings, correspondence, or any other source.
- Makes recommendations for replacement, purchase, or repair of equipment.
- Models professionalism for parents, children, clients, community, co-workers, and volunteers.
- Prepares and actively participates in staff meetings and committees.
- Promotes a team environment and teamwork.
- Reports and assists in reporting suspected child abuse in accordance with CAPMC child abuse reporting procedures.
- Represents CAPMC in the community in a professional and competent manner.
- Responsible for setting priorities and meeting deadlines.
- Shares information and knowledge with appropriate staff members.
- Works as a team member to support the functions and operations of the Department and the Agency.

#### ADMINISTRATION

- Follows the directive from the Program Manager and works closely with the Family Services Quality Assurance Associate and the Child Care Navigator to ensure program compliance for Alternative Payment Program and Resource & Referral (APP/R&R), Child Care Initiative Project (CCIP) and Child Care Bridge Program for Foster Children.
- Performs a variety of administrative and clerical tasks.
- Data entry, creating documents and spreadsheets.
- Monitors and enters data to NoHo R&R software, CCIP Database & ECE Workforce Registry and attends trainings regarding software updates.
- Maintains and monitors social media accounts pertaining to R&R.
- Encourages and supports staff professional growth and development.

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- Supervises and monitors performance of subordinates.
- Provides observational notations of performance evaluations and completes periodic performance assessments on supervised personnel.
- Works closely with supervised personnel to ensure program compliance and to design training and/or program services for clients.

### **RESOURCE & REFERRAL PROGRAM**

- Oversees the Resource & Referral Resource Room and Lending Library.
- Develops and maintains relationships with child care and early care and education programs.
- Develops and administers educational materials and curriculum activities for all child care providers, which include, and not limited to child nutrition, child abuse and neglect reporting procedures and health & safety information.
- Conducts site visits; 1 - 4 times a month to child care providers to provide technical assistance on high quality child care, quality improvement plans, child development and parent engagement strategies.
- Provides program orientation and on-site training and technical assistance for all child care providers and parents.
- Links current and potential child care providers to community resources and available health & safety trainings.
- Attends all meetings, training and workshops designated by Community Action Partnership of Madera County, Inc. (CAPMC), California Department of Education (CDE), California Alternative Payment Program Association (CAPPA) and Resource & Referral (R&R) Network and Madera County Department of Social Services (MCDSS).
- Participates in community outreach and education including fairs and events.
- Provides technical assistance and referrals to “walk-in” clients.
- Creates, coordinates and facilitates workshops, training, and educational opportunities for caregivers, child care professionals, and parents.
- Conducts/attends monthly parent/provider meetings.
- Participate in the assessment, planning, and development of program services.
- Proactively looks for solutions to increase efficiency of workflow.
- Develops and maintains knowledge of trauma and its effects on young children, families and caregivers.
- Develops and maintains knowledge of evidence-based trauma informed care models that support children.
- Works collaboratively with community partners and department staff to provide resources, consultation and support to child care providers to ensure children receive supportive care.
- Contributes to the development of printed materials including provider newsletters, brochures, flyers, advertisements and notices.
- Responsible for setting priorities and meeting deadlines.

### **TRAINING AND DEVELOPMENT**

- Coordinates ongoing recruitment of family child care providers.
- Provides support to potential providers in determining feasibility of obtaining licensure and administering a child care business.

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- Provides information regarding the licensing process and licensing regulations including orientations, application process, health & safety assist and with environment compliance.
- Develops and maintain knowledge of the requirements for family child care development and expansion.
- Plans, develops and conducts or delegates responsibility for workshops, classes and seminars directed toward licensed and licensed-exempt child care providers and parents that includes but is not limited to, aspects of child development, health, nutrition, safety, legal issues, small business operation and licensing requirements.
- Maintains knowledge of Environmental Rating Scales and other quality improvement assessment.

**OTHER DUTIES:**

- Adheres to the Americans with Disabilities Act of 1990 (ADA), which prohibits discriminatory actions toward any qualified individuals. In particular, children with disabilities are enrolled in the classroom as mandated by federal and state laws.
- Ensures strict compliance with universal precautions during work-related visits or when administering first aid.
- Other duties as assigned within scope of job classification.

**LIMITS OF AUTHORITY**

- Relative authority to maintain compliance with federal, state, and local laws as well as the Agency's policies and procedures.
- Relative authority to maintain compliance with program standards and the requirements of funding guidelines.
- Maintains close communication with the immediate supervisor to recommend a course of action and to receive directives on priorities.

**OTHER REQUIREMENTS:**

- Must be able to relate with all people of the community regardless of sexual, ethnic, racial, or religious background or socio-economic level.
- Must be dedicated to the goals and philosophy of CAPMC and Department.
- Must possess emotional maturity, stability, tactfulness, and the ability to provide professional leadership.
- Must have dependable insured transportation and a valid California Driver's License and acceptable driving record. A DMV printout and proof of insurance will be required. Mileage may be reimbursed subjected to CAPMC's policy.
- Must complete all background requirements: references, sex offender registry check, livescan checks, a pre-employment health and drug screen, acknowledgement of child abuse reporting responsibility, criminal record statement, and receive satisfactory clearance from all licensing and investigative authorities. Employment is contingent upon receiving clearances from appropriate authorities.
- Must use reasonable precautions in the performance of one's duties and adhere to all applicable safety rules and practices; and act in such a manner as to

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ensure at all times maximum safety to one's self, fellow employees, clients, and children.

PHYSICAL ACTIVITIES

- **Balancing:** Maintaining body equilibrium to prevent falling or tripping when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, stairs, and the like, using feet and legs and/or hands and arms. Hands and arms may be used for balance, such as holding a railing.
- **Crawling:** Moving about on hands and knees or hands and feet.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Driving:** Driving is the operation of a motorized passenger vehicle or other vehicle such as forklifts, golf carts, riding mower.
- **Eye/Hand/Foot Coordination:** Performing work through using two or more body parts or other devices.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin, particularly that of fingertips.
- **Fine Manipulation:** Touching, picking, pinching, or otherwise working primarily with fingers rather than the whole hand or arm as in gross manipulation.
- **Foot or Leg Controls:** Use of one or both feet or legs to move controls on machinery or equipment. Control include, and not limited to, pedals, buttons, levers, or cranks.
- **Gross Manipulation:** Seizing, holding, grasping, turning, or otherwise working with the hand(s). It is often present when lifting involves the hands. Fingers are involved only to the extent that they are an extension of the hand to hold or operate a tool such as tin snips or scissors.
- **Hearing Requirements:** The ability to hear, understand, and distinguish speech and/or other sounds (e.g., machinery alarms, medical codes or alarms). This includes: in person speech, other remote speech, other sounds, telephone, video conference.
- **Keyboarding:** Entering text or data into a computer or other machine by means of a traditional keyboard. Traditional keyboard refers to a panel of keys used as the primary input device on a computer, typographic machine or 10-Key numeric keypad.
- **Kneeling:** Bending legs at the knees to come to a rest on knee(s).
- **Lifting or Carrying:** Lifting is raising or lowering an object from one level to another. Lifting can include an upward pulling motion. Carrying is to transport an object – usually by holding it in the hands or arms, or wearing it on the body.

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- Pushing or Pulling: Pushing is exerting force upon an object so that the object moves away from the origin of the force. Pulling is exerting force upon an object so that the object moves toward the origin of the force. Pushing or pulling may involve use of hands or arms and/or feet or legs done with one side of the body or both sides.
- Reaching at or below Shoulder Level: Reaching at or below the shoulder is present when there is 'Reaching,' but it does not meet the threshold for 'Overhead.' 'Overhead' and 'At or Below the Shoulder Reaching' can be present in the same task.
- Reaching Overhead - Extending the arm(s) with the hand(s) higher than the head and one of these conditions exist: (1) A person bends the elbows, and the angle at the shoulders is about 90 degrees or more, or (2) A person keeps the elbow extended, and the angle at the shoulder is about 120 degrees or more.
- Repetitive Motions: Making frequent on continuous movement.
- Alternate Standing/Sitting at Will: The ability to alternate between standing and sitting is present when the employee has the flexibility to choose between standing or sitting as needed.
- Sitting: Remaining in a seated position.
- Speaking: Expressing or exchanging ideas by means of the spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.
- Standing or Walking: Standing is to remain on one's feet in an upright position without moving about. Walking is to move about on foot.
- Stooping: Stooping is bending the body forward and down while bending the spine at the waist 45 degrees or more either over something below waist level or down towards an object on or near the ground.

### VISUAL ACUITY

- Near Visual Acuity: Clarity of vision at approximately 20 inches or less (i.e., working with small objects or reading small print), including use of computers.
- Far Visual Acuity: Clarity of vision at 20 feet or more. This is not just the ability to see a person or object, but the ability to recognize features as well.
- Peripheral Vision: Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point.

### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**WORKING CONDITIONS**

- The worker is subject to both environmental conditions: Activities occur inside and outside.
- The worker may be exposed to infectious diseases.

***To build a diverse workforce, CAPMC encourages applications from individuals with disabilities, minorities, veterans, and women. EEO/AA Employer.***