

## Child Care Solutions, Inc. Position Description

<b>Team:</b> Parent Services	<b>Title:</b> Parent Services Specialist <b>Status:</b> Non-Exempt	<b>Updated:</b> March 2023
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### **Reporting relationships:**

Reports to: Parent Services Coordinator

### **Summary Description:** Parent Services Specialists are responsible for:

- Providing referral services to help families find child care and early education programs and make informed child care choices
- Providing consumer information to help families access services that meet their needs
- Providing parenting education and support
- Processing and approving the applications and renewals for families of subsidized children who select legally-exempt child care providers

### **Essential Functions:**

1. Provides child care and early education referrals, which are responsive to families' needs by phone, email, on-line or in-person at our site and community sites
2. Refers parent customers to other community resources when they have additional needs
3. Provides information to help child care consumers understand the components of quality care and support their ability to make informed child care choices
4. Provides consumers with information about child care costs and available financial aid including the child care scholarship programs administered by Child Care Solutions
5. Assists the Coordinator in developing and updating written and on-line information and educational materials for distribution to child care consumers.
6. Enters accurate and complete parent customer data into the referral database that includes all NYS standard consumer data fields
7. Updates the provider and community databases to ensure that data is comprehensive and accurate and includes all NYS standard provider data fields
8. Forwards incoming complaints about child care providers that involve allegations of possible violations to the Registration Team for further documentation and follow-up
9. Works with other team members to ensure that agency databases include current and accurate listings for the providers operating in our service area.
10. Stays current with NYS regulations and best practice in the early childhood field.
11. Maintains knowledge of community resources to which providers and parents can be referred for parent education and additional services and support.
12. Provides one-to-one technical assistance to parents using legally exempt child care providers.
13. Assists in agency efforts to market family child care in the community as a home-based business opportunity and recruit new family child care providers.
14. Participates in outreach efforts to inform the community about Child Care Solutions' services
15. Makes informational presentations to parent, provider and community groups.
16. Performs these responsibilities with the understanding that responsibilities and tasks may be modified or expanded over time.

**Qualifications:**

***Education:*** Bachelor's Degree in Early Education, Child & Family Studies or related field or equivalent education/experience

***Knowledge:*** Requires 2 years' experience working with children and families in a child care or early education program, or in an information and referral call center setting

***Competencies:*** Effective oral and written communication, presentation skills, knowledge of child care operation and best practices, high level of accuracy and organization, proficient in use of MS Office and/or other databases, strong customer service skills, knowledge of community resources and ability to work with people from a wide range of economic, ethnic and cultural backgrounds

***Level of responsibility:*** Works with moderate level of supervision, exercises some discretion and independent judgment

**Working Conditions:**

***Schedule:*** Requires flexibility, some evening and occasional weekend hours

***Environment:*** Agency's Syracuse and Auburn offices, the JOBSPlus office in Syracuse, and other community sites

***Travel:*** Some local travel in Onondaga and Cayuga County, some regional meetings, infrequent out-of-state travel to conferences or training events

***Customer Responsibilities and Contacts:*** Extensive contact with parents and providers, some contacts with children, local employers, community agency staff, DSS, HHS and JOBSPlus representatives; frequent collaboration with other Child Care Solutions teams

**Physical Requirements:**

- Manual dexterity sufficient for frequent use of telephone, keyboard, calculator and other office equipment
- Ability to receive and convey detailed information
- Ability to sit at a desk for 6 - 7 hours per day
- Ability to stand for 1 - 2 hours for presentations
- Moderate physical exertion: Occasional lifting of up to 25 pounds of equipment/material

**Salary Grade: 3**