



Child Care Referral Specialist & Case Aide Job Description

Position Classification: Full Time, Hourly, non-exempt

Reports to: Director of Kingdom Child Care Connection

Pay Range: \$19 - \$21/ hour

Location: Newport Office

Position Overview

The Child Care Referral Specialist & Case Aide assists parents in selecting a high-quality child care setting that meets their needs and supports their children's healthy development. This position also provides administrative support to Kingdom Child Care Connection to ensure that families and providers get friendly, timely service from the program; to also include assistance with child care financial assistance applications, questions, and in person support for service users at the office.

Community-based child care support services are funded primarily through a grant from the Agency of Human Services, Department for Children and Families, Child Development Division. As such, the work of the Referral Specialist contributes to the following DCF goals:

1. Children have enduring relationships with healthy, nurturing families and;
2. Children are successful in family, school and community.

Core Responsibilities: Referral Specialist

1. Use the Bright Futures Information System to:
 - a. Maintain records and data associated with referral calls.
 - b. Maintain up-to-date referral agreements of all regulated child care programs in the service area using the Bright Futures Information System.
2. Send referral service follow up surveys to 100% of families, with the goal of at least 20% of surveys received back.



3. Work with regulated child care programs to enter referral data into the Bright Futures Information System and keeping it up-to-date.
4. Provide enhanced referral services, when needed, to the following populations of families: Vermont State Employees, families participating in the Vermont Child Care Financial Assistance Program, particularly with a service need of protective services, family support and parent/child care special needs; families receiving a state Reach Up benefit; families in the military with a parent(s) who is deployed, families receiving Children's Integrated Services and families with refugee status.
5. Provide consumer education by responding to requests from families, community members, and community organizations for information on how to find child care, quality indicators, referral to regulated child care programs, and information about supply and demand in accordance with best practices as defined by the Child Development Division's Referral Handbook.

Core Responsibilities: Administrative Support-Case Aide

1. Work with all KCCC staff to ensure the delivery of friendly, professional, responsive, and timely child care support services to the community.
2. Participate in shared phone and walk-in coverage, sorting of mail, and other duties critical to the provision of basic child care support services as requested by the KCCC Program Coordinator.
3. Maintain an adequate supply of all literature and forms required for the delivery of services.
4. Maintain a working knowledge of CC Financial Assistance Program guidelines and application process.
5. Inform & Assist: ensure that families participating in CCFAP are knowledgeable about other benefit programs administered by DCF that would enhance their health and well-being.
6. Collaborate with KCCC staff to conduct outreach activities that increase awareness of quality child care, the STARS program, CCFAP, and the free child care support services available at Umbrella.
7. Participate in statewide and local meetings and trainings to promote the program and collaborate effectively with other agencies and resources.
8. Perform any appropriate activities as requested.



9. Attend meetings with grant partners and state networks as requested or required by funders.
10. Enter data as needed.

QUALIFICATIONS: Bachelor's degree in Early Childhood Education, Education, Human Development or a related field, and a minimum of 3 years experience working in child care, parent education, or family support services. An otherwise qualified person without a BA degree may be hired contingent on CDD approval of a professional development plan that includes the completion of a BA degree. Excellent interpersonal skills and attention to detail are key skills related to this position.

COMPENSATION:

Commensurate with experience

HIRING PROCESS:

Interested applicants should send a cover letter and resume to Kimberlie Buxton at Kimberlie@umbrellanek.org. No phone calls please.

ABOUT UMBRELLA

Umbrella's mission is to cultivate a Northeast Kingdom where all people thrive free from abuse and oppression.

Umbrella provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.