Job Title:  Child Care Resource and Referral (CCR&R I) Specialist  
Department/Unit:  Child Care Family Services  
Reports To:  CCR&R Supervisor  
FLSA Status:  Non-Exempt / Union Member  
Level:  Staff Level 5  
Hours:  37.5/week  

ABOUT CHILDREN’S COUNCIL
For more than 45 years, Children’s Council has been the heart of child care and early education in San Francisco, advancing the belief that high-quality child care can transform lives and communities. Our more than 120 team members help families navigate their child care and preschool options and secure financial assistance to pay for it. We provide home-based child care businesses with the training and resources to succeed. Through a wide range of free programs and workshops, we support parents and caregivers as they build child development skills. As the city’s second-largest nonprofit contractor, with an annual budget of over $100 million, we are a major stakeholder in the child care system. We educate the public and advocate for increased investment in early education at the local and state level. If you are a child care champion, we want you on our team.

POSITION SUMMARY
Child Care Resource and Referral is the entry point for many families into Children’s Council’s services. CCR&R I Specialists support families with access to quality childcare; helping them to understand their childcare options and how to access financial assistance. Specialists provide phone, walk-in and web-based childcare referral services and related resources to families seeking care.

PRIMARY RESPONSIBILITIES
One-on-One Supports to Families
- Working one-one-one with families to provide education on choosing quality childcare, child care referrals, assistance applying for subsidies, and being responsive to families through follow-up support.
- Connects families to additional services, whether at Children’s Council or in the community.
- Participates in regular rotation schedule in CCR&R room, co-location at Human Services Agency, Call Center, and other administrative duties. Provides back-up support to front desk, as needed.

Knowledge Management and Learning
- Tracks family outcomes and regularly reflects on ways to improve services.
- Shares knowledge with and assists and learns from peers across the organization to deepen understanding of our services.
Additional duties as assigned, which may include individualized assignments (e.g., oversight of in-print materials, translation support, etc.).

**REQUIRED QUALIFICATIONS**
- Basic knowledge of child development or childcare.
- At least 2 years of professional work experience.
- Demonstrated ability to provide responsive one-to-one customer support.
- Demonstrated ability to communicate complicated process in understandable ways.
- Passion for helping families from a diversity of backgrounds access high-quality childcare that meets their needs.
  ▪ Bilingual fluency required in both written and spoken English/Spanish

**PHYSICAL REQUIREMENTS**
- Mental acuity to perform the essential functions of this position in an accurate and timely fashion; to evaluate and make good judgments and decisions.
- Ability to sit for extended periods, work at a desk, and/or use a phone for extended amounts of time.
- Ability to speak in audible tones so that others may understand clearly in normal conversations and over the telephone.
- Manual dexterity to use a telephone, computer or other office equipment.

**How to apply:**
Please submit your cover letter and resume in Word or PDF format with “Child Care Resource and Specialist” in the subject line to: https://childrenscouncilsf.bamboohr.com/jobs/view.php?id=36

Children’s Council is an equal opportunity employer that values diversity as central to our work serving the San Francisco community. We encourage candidates from a wide range of backgrounds to apply. Individuals seeking employment at Children’s Council are considered without regards to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.