Job Title: Child Care Resource and Referral (CCR&R III) Family Support Navigator
Department/Unit: Parent Services / CCR&R
Reports To: Family Support Manager
FLSA Status: Non-Exempt, fulltime position (37.50/week)
Level: Level 7

Position Summary:
Child Care Resource and Referral is the entry point for many families into Children’s Council’s services. CCR&R III Family Support Navigators provide coaching to high-need families through all aspects of their childcare search process; helping them remove barriers to accessing quality child care that meets their needs. Navigators support all Children’s Council departments by connecting families to our other programmatic offerings and providing superior customer service.

Primary Responsibilities:

*Family Support*
- In addition, Navigators help high-need families through:
  - Working one-one-one with families to provide education on choosing quality child care, child care referrals, assistance applying for subsidies, and being responsive to families through follow-up support.
  - Family advocacy, including proactive outreach to child care programs on behalf of families.
  - Case management and support, including researching and connecting families to additional services through “warm-handoffs” in the community and to other Children’s Council’s departments.
- Build and maintain professional connections with relevant community partners.
- Participate as back-up to the CCR&R rotation schedule to assist families with their child care search process; back-up support to front desk, as needed.
- Share best practices to help peers effectively support individual families.

*Knowledge Management and Learning*
- Track family outcomes and data, produce summary reports and regularly reflect on ways to improve services.
- Share knowledge and learn from peers across the organization to deepen understanding of our services.

*Education and Outreach to Families*
- Provide back-up support to CCR&R Education and Outreach Specialists:
  - Educate groups of parents and stakeholders about child care resource and referral support.
  - Represent Children’s Council at community outreach events.

*Additional duties as assigned.*
**Required Qualifications:**
- Must be able to read, write, and speak English and Spanish fluently
- Three years of professional work experience in early childhood education or family services.
- Ability to demonstrate empathetic listening skills and desire to deepen family support skills, knowledge and resilience.
- Ability to be responsive and provide support to diverse families.
- Commitment to collaboration and coordination across teams and with external stakeholders to meet the needs of families.
- Ability to summarize data/case notes and share reflections with others to improve programming.

**Physical Qualifications:**
- Must be able to remain stationary for extended periods of time.
- Must be able to move throughout the office, access files, meet with clients, and climb four flights of stairs if needed.
- Requires the mental acuity to perform the essential functions as outlined in an accurate and timely fashion.

**TO APPLY:** Please submit your cover letter and resume in Word or PDF format to: https://childrenscouncilsf.bamboohr.com/jobs/view.php?id=27

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.