

Benchmark Title**CHILD CARE RESOURCE AND REFERRAL WORKER****Job Summary**

Provides resource and consultation services to parents and family-based child care providers. Maintains child care registry and a variety of resources.

Key Duties and Responsibilities

1. Responds to telephone and in-person inquiries from parents and potential or existing child care providers on issues related to child care services. Provides resource materials and information on community resources, services and local child care providers.
2. Provides consultation to child care providers and potential child care providers in areas such as start-up and operation, licensing requirements, safety standards, and programming. Conducts initial and follow-up visits to child care providers.
3. Develops and produces newsletters, program brochures and pamphlets in conjunction with other staff. Develops, selects and acquires resource materials in consultation with the supervisor.
4. Maintains the lending library by performing duties such as organizing resources and equipment, performing inventory, and maintaining library membership, loan and return records.
5. Plans, conducts and/or participates in the delivery of workshops, networking and educational events for parents and child care providers in consultation with the supervisor.
6. Promotes the program and recruits child care providers through channels such as public service announcements, classified advertising and posters and brochures.
7. Maintains a registry of child care providers in accordance with established policies and guidelines.
8. Maintains related records and statistics and produces reports as required.
9. Performs other related duties as required.

Qualifications***Education and Knowledge***

Early Childhood Education Certificate.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Child Care Resource and Referral Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires completion of a program in ECE	3	56
2	Training and Experience – Requires up to 2 years recent related experience	4	100
3	Physical Demands – Work often involves very light physical exertion in performing tasks such as keyboarding and writing	2	14
4	Concentration – Sometimes listens to clients to interpret	5	42
5	Independence – Guided by ECE regulations and program guidelines, applies accepted work methods in a different way to provide consultative services to parents and family based child care providers to assist in start up, operation, licensing, safety standards and programming	5	71
6	Judgement – Assess child care providers' information requirements in providing consultative services regarding start up, operation, licensing, safety standards and programming based on a combination of accepted procedures, practices and terminology	4	57
7	Leadership/Supervision – Provides training and information to child care providers	2	40
8	Accountability – Work has direct impact on service; advice can affect operations of child care providers; can cause delay or interruption of plans of providers	5	71
9	Communication – Facilitates participation of parents and child care providers involving communicating child care standards	4	57
10	Care of Individuals – Work involves assessing parents and child care providers needs to provide consultative services	4	40
11	Environment/Working Conditions – Often keyboards involving repetitive motion	4	33
Total Points			581