

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: MANAGER – CHILD CARE RESOURCE AND REFERRAL

BASIC FUNCTION:

Under the direction of an assigned administrator, the Manager – Child Care Resource and Referral is responsible for program leadership and coordination of the Santa Clara County Resource and Referral program and related state funded initiatives; responsible for independent oversight of multiple funding streams, contract compliance, budget accountability, policy and procedure development, data-informed planning, and strategic coordination of services ensuring the equitable and effective implementation of the overall scope of work.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

- Provides program coordination and oversight of the Child Care Resource and Referral program and ancillary state-funded contracts, ensuring compliance with applicable laws, regulations, funding, terms, and program requirements.
- Supervises, trains and evaluates the performance of assigned staff; interviews and selects employees and recommends transfer, reassignment, termination and disciplinary actions; organizes and assigns workflow to support efficient and effective program operations; conducts regular meetings with staff.
- Leads administration of the countywide child care referral portal, ensuring data accuracy, quality control, and effective utilization for planning and reporting purposes.
- Performs data-informed planning and analysis using child care referral supply and demand data to assess community needs, guide program improvements, and support strategic decision making.
- Manages child care referral services, the provision of accurate child care information and referral to families, and the maintenance of accurate, up-to-date information on licensed child care facilities for the purpose of childcare referrals.
- Administers assigned contracts, including monitoring deliverables, timelines, reporting requirement, and fiscal compliance.
- Develops, implements, and updates program-level policies, procedures, manuals, and guidance documents to ensure consistent and compliant operations across all Resource and Referral program components.
- Oversees program budgets and contract-based expenditure; monitors fiscal activity to ensure

alignment with approved budgets and funding conditions; identifies and escalates fiscal issues as appropriate.

- Ensures quality control of information that is disseminated to the public.
- Manages the recruitment of child care providers and supply-capacity building initiatives.
- Develops, coordinates, and oversees professional learning, training, coaching, technical assistance, and support services for current and prospective child care and early learning professionals in licensed and licensed-exempt settings; ensures alignment with state priorities, regulator requirement, and quality improvement goals, including guidance related to child development, early learning best practices, health and safety, business operations, and grant opportunities.
- Coordinates assigned local, regional, and state-funded child care and early learning initiatives; ensures fulfillment of program goals, deliverables, reporting requirements, and contractual obligations.
- Monitors and reviews data to assess changes in the child care landscape of Santa Clara County; analyzes data related to openings, closures, and capacity trends of child care programs; supports current and prospective child care providers by providing consultation, technical guidance, and resources to facilitate programs in re-opening.
- Coordinates outreach activities with community agencies and stakeholders related to the state-mandated health and safety regulations and other child care program initiatives; promotes awareness of available resources, services, and regulatory requirements for licensed child care.
- Conducts pre-licensing visits with prospective licensed child care facilities to prepare for the submission of license applications.
- Collaborates with key stakeholders and partners to provide ongoing support and leadership for the development and implementation of early learning and child care initiatives including Universal Per-Kindergarten plan and other strategic priorities.
- Represents the agency and the Resource and Referral program in the community; collaborates with public agencies, community organizations, the Local Child Care Planning Council and other key partners; participates in local, regional and statewide meetings and conferences; presents information to child care services, community needs and early learning initiatives; supports information sharing and community planning efforts.
- Manages program partnerships between the Resource and Referral program state agencies, county partners, community organizations and other stakeholders; serves as a primary program representative at countywide and statewide meetings; works closely with Community Care Licensing staff on licensing implementation of child care providers and health and safety issues.
- Monitors state and federal legislation related to child care.

OTHER DUTIES:

- Performs other duties as assigned.

KNOWLEDGE, ABILITIES AND COMPETENCIES:**KNOWLEDGE OF:**

- Resource and Referral policies, procedures, regulations and performance standards.
- Principles and practices of program administration, planning, implementation, monitoring and evaluation.
- Policy and procedure development and implementation.
- Contract and grant administration, monitoring, and reporting requirements.
- Budget Development, fiscal monitoring, and expenditure control practices.
- Applicable mandated timelines.
- Program administration, planning, implementation, monitoring and evaluation.
- Related state and federal laws, regulations, funding requirements, and compliance standards.
- Data collection, analysis, interpretation, and reporting methodologies.
- Community partnership development and stakeholder engagement strategies.
- Oral and written communication skills.
- Proper English including grammar, punctuation, spelling and sentence structure.
- Interpersonal skills using tact, patience and courtesy.
- Cultural sensitivity and competency in all interactions with families, partners and colleagues.
- Operation of a computer and assigned software.

ABILITY TO:

- Plan, coordinate, administer, and evaluate assigned programs and initiatives.
- Exercise independent judgement in the administration of programs and services.
- Establish and maintain collaborative relationships with the community, public agencies, community organizations, educational partners, and other key partners.
- Recruit and maintain cooperative working relationships with family child care providers.
- Provide resources and support to family child care providers and partners contracted by the Resource and Referral Department.
- Work within an interdisciplinary team as a cooperative and supportive team member.
- Analyze data and prepare reports to support planning, decision-making, and program improvement.
- Represent the SCCOE at local, regional, and statewide meetings and conferences.
- Interpret, analyze, and apply laws, codes, regulations, contracts, and funding requirements as they relate to this position.
- Administer contracts and grants and monitor compliance with requirements.
- Monitor budgets, expenditures, and funding allocations.
- Speak and present publicly.
- Maintain professionalism and confidentiality in the course of work.
- Provide support to families regarding information and resources to facilitate family needs.
- Establish, prepare and maintain reports and effective record-keeping systems.
- Maintain current and accurate records.
- Complete required documentation to ensure program compliance with federal and state mandates.
- Coordinate and conduct parent meetings and trainings.
- Work independently with minimal direction.

- Operate a computer and assigned office equipment.

LEADERSHIP TEAM COMPETENCIES:

- Develops and fosters effective individuals and teams.
- Operationalizes the organizational vision, mission, goals, shared values, and guiding principles.
- Demonstrates emotional intelligence.
- Models inclusive, effective, and authentic communication.
- Applies understanding of how identities and experiences influence access and opportunity to inform practices and decisions.
- Builds and sustains positive, trusting relationships.
- Conducts SCCOE operations with the highest moral, legal, and ethical principles.

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

- Bachelor's degree in early childhood education, child development, social services, social work or a related field and
- Five years' related experience, including experience involving community services, social services, or related work and at least one-year supervisory experience.
- Experience serving families with infants, toddlers, preschoolers, or school age children and completion of college coursework in infant/toddler education is preferred.
- Experience administering state-funded programs preferred.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license.
- A driving record which meets the SCCOE's insurance requirements.

MAY REQUIRE:

- Fluency in English and a second language (Spanish or Vietnamese) as specified by the Santa Clara County Office of Education.

WORKING CONDITIONS:

ENVIRONMENT:

- Office environment.
- Indoor and outdoor environment.
- Must be able to drive personal vehicle to home visits, group sessions, and meetings.
- Evenings and weekends.

PHYSICAL DEMANDS:

- Hearing and speaking to exchange information.
- Dexterity of hands and fingers to operate a computer keyboard.

- Seeing to read a variety of materials.
- Sitting for extended periods of time.

HAZARDS:

- Slipping, tripping, falling.
- Ergonomic injuries, repetitive motion injuries, eye strain.
- Indoor air pollution

Disaster Service Worker

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. *Ca. Gov. Code § 3100*

Approved by Personnel Commission: September 9, 2026



Marisa Perry
Director III – HR / Classified Personnel Services

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