

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: Supervisor – Child Care Resource and Referral

Basic Function:

Under general supervision, the Resource and Referral Supervisor is responsible for fostering and maintaining relationships with families, providers and partners to ensure positive program outcomes for the Resource and Referral Department. Oversees the day-to-day operations of the Resource and Referral Department, and is responsible for the management and implementation of the overall scope of work, including managing project timelines, tasks, budgets, and reports for the California Department of Education. Provides, facilitates, and/or coordinates trainings, workshops and technical assistance to families and child care providers.

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:

Supervises the implementation of services and special projects for child care referral services in accordance with specific contractual obligations and department standards.

Oversees the overall operation of Resource and Referral Program services including management of child care referral services, provision of accurate child care information and referrals to parents, maintenance of accurate, up-to-date information on child care providers and parents; oversees child care referral dates and licensing implementations.

Ensures quality control of information that is disseminated to the public; community outreach to community agencies.

Manages the recruitment of child care providers and supply-capacity building initiatives.

Develops and implements education and trainings conducted for child care providers and parents.

Manages the Child Care Initiative Project, Health & Safety Training, and other similar programs related to Resource and Referral operations.

Participates with the Resource and Referral management team to coordinate services.

Represents the Agency and the Resource and Referral Department in the community; presents information to the community relating to Resource and Referral services and child care issues.

Coordinates with Local Child Care Planning Council Coordinator and other key child care partners; attends community meetings and provides the Program Analyst with licensing updates to be shared with the Local

Child Care Planning Council (LPC).

Manages programs and partnerships related to Resource and Referral services; works closely with Community Care Licensing staff on licensing implementation of child care providers and health and safety issues.

Attends sectional or regional meetings, semi-annual and annual meetings and Resource and Referral conference.

Attends a variety of meetings, trainings and staff development programs as assigned; conducts regular meetings with staff.

Trains and evaluates the performance of assigned staff; interviews and selects employees and recommends transfer, reassignment, termination and disciplinary actions.

Monitors State and Federal legislation related to child care.

OTHER DUTIES:

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Resource and Referral policies, procedures, regulations and performance standards.

Applicable mandated timelines.

Program planning.

State and federal regulations on community action and social services programs.

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:

Establish and maintain community relationships that serve as referral sources for families and providers.

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.

Interpret and analyze laws, codes and regulations as they relate to this position.

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.

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 three years related experience, including experience involving community services, social services, or health services work and supervisory experience. Experience serving families with infants, toddlers, or preschoolers and completion of college coursework in infant/toddler education is 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.

Approved by Personnel Commission: July 15, 2020



Marisa Perry
Interim Director – HR / Classified Personnel Services

Date: 07/15/2020