

Community Liaison

Description: *POSITION OBJECTIVE*

To assist the families of Okaloosa & Walton Counties with their Child Care Resource & Referral (CCR&R) needs.

Duties: *ESSENTIAL FUNCTIONS*

- Serves as the ELC's designated certified CCR&R coordinator;
- Provides information regarding the types of child care and early education options available and help parents clarify what they are seeking in a provider;
- Provides practical tips about the components of quality child care;
- Provides information on financial assistance within the community;
- Develops community outreach to uncontracted providers;
- Maintains database of available child care providers, consumer education and community resources;
- Identifies all legally operating childcare and early education providers in Okaloosa and Walton counties, ensuring the accurate completion of provider profiles in accordance with deadlines;
- Complies with CCR&R Network requirements in accordance to guidelines, including responding to requests within 2 business days;
- Maintains ongoing documentation of requests for services;
- Develops partnerships with community resources and local employers;
- Offers training and technical assistance to employers;
- Promotes Child Care Resource & Referral (CCR&R) in the community;
- Provides information and assistance to child care providers;
- Serves as an advocate for child care within the local community and State legislative process;
- Trains, assists and provides ongoing technical assistance during the CCR&R certification process;
- Completes PAR forms, monthly;
- Produces and reviews standard and requested reports as directed by supervisor;
- Researches, pulls and reviews documentation related to agency activities;
- Assists in development and implementation of goals, policies, priorities and procedures relating to assigned department;
- Responsible for effectively and efficiently completing activities and meeting target deadlines to execute successful events;
- Understands and applies activity to appropriate funding sources and Other Cost Accumulators (OCAs);
- Reviews and updates policies and procedures, as directed by supervisor
- Assists in the execution of the agency's family engagement, development, outreach and community involvement plans;
- Maintains and updates position manuals, as directed;
- Regularly attends community events;
- Participates in OEL conference calls, webinars, and regional/statewide training related to CCR&R;
- Provides audit support; and,
- Participates in ELC-EC conducted trainings, activities and work assignments outside regular business hours, including holidays, weekends and evening events as assigned by Coalition management.

This list of essential functions is not intended to be inclusive. The ELC-EC reserves the right to revise this job description as needed.

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Qualifications: *MINIMUM QUALIFICATIONS*

REQUIRED:

- Bachelor's degree in Human Services, Social Work, or Related Field; or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities,
- Proficiency in Microsoft Office Suite, and;
- Must obtain CCR&R Specialist and Coordinator certifications within first four months of hire date.

PREFERRED:

- Master's degree in Human Services, Social Work, or Related Field; or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities,
- Intermediate or Advanced Microsoft Office skills, and;
- Must obtain CCR&R Specialist and Coordinator certifications within first four months of hire date.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of community agencies and what services they provide;
- Knowledge of current child care issues, trends and legislation as it applies to child care;
- Ability to work and communicate with people from various multi-cultural backgrounds and socio-economic levels;
- Ability to follow oral and written instructions;
- Ability to work under pressure and meet deadlines;
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems;
- Ability to perform mathematical calculations;
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar;
- Ability to read, understand, and apply appropriate rules and regulations;
- Suitable experience with Microsoft Office Suite: Word, Excel, PowerPoint, and Outlook;
- Must have excellent interpersonal, communication (both verbal and written) and organizational skills;
- Strong customer service skills;
- Ability to work collaboratively in a team-oriented environment;
- Ability to effectively prioritize tasks;
- Ability to work with minimal or no supervision; and,
- Ability to work scheduled hours and willingness to work additional hours as needed.

- Other Requirements:**
- Maintains confidentiality with highly sensitive information;
 - Attends work related staff meetings and workshops as directed;
 - Participates in ELC-EC collaborative efforts as needed;
 - Follows the ELC-EC policy and procedure on reporting abuse and/or neglect;
 - Promotes and follows safety policies in the workplace;
 - Valid driver's license, appropriate insurance (or signed non-driver affidavit) and reliable transportation;
 - Must maintain Level II Background Screening;
 - May be subject to drug tests;
 - Maintains a professional, well-groomed appearance;
 - Enhances the organization's reputation by accepting ownership for accomplishing new and different requests;
 - Explores opportunities to add value to job accomplishments, and;
 - Contributes to team effort by accomplishing other various duties as assigned.

Community Liaison

- Physical Demands:**
- Physical demands described are representative; reasonable accommodations may be made to ensure individuals with disabilities to perform essential functions;
 - Regularly required to stand or sit for long periods of time, walk, use hands and fingers, to handle or feel; reach with hand and arms, climb and/or balance, stoop, kneel, crouch or crawl, talk and hear;
 - Must be able to lift and/or move up to 30 lbs; and,
 - Specific vision abilities required by this job may include close vision and ability to focus for long periods of time.

- Work Environment:**
- Work environment characteristics are representative; reasonable accommodations may be made to ensure individuals with disabilities to perform essential functions;
 - May be exposed to outside weather conditions;
 - Temperature in the buildings may fluctuate;
 - Children are present during normal operating hours; and,
 - May require overnight travel.

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| Location(s): | <input type="checkbox"/> Crestview <input type="checkbox"/> Shalimar | Department: | Education |
| Effective Date: | | Exempt/Non-Exempt: | Non-Exempt |
| Employment Type: | Full Time | Reports To: | Community Resource Development Manager |