

# Solano Family & Children's Services

421 Executive Court North \* Fairfield, CA 94534 \* (707) 863-3950 option 7 \* (707) Fax 863-9772

## Job Description/Announcement

### Resource & Referral Specialist I Bilingual Spanish - #17

Position Title:	Resource & Referral Specialist I	Type of Position:	Full-Time
Work Days:	Monday – Friday	Open To:	Public
Hours:	8:30 AM – 5:30 PM	Open Until:	Filled
Department:	Resource & Referral Program	Management:	NO
Reports to:	Resource & Referral Program Manager	Date Updated:	5.26.2021
Salary:	\$22.47	Position Status:	Non-Exempt

#### General Purpose of the Job

- Process Child Care Referrals, educating families on quality child care, licensing, and child care related information.
- Provide information and educational materials with connection to SFCS services as needed.
- Assist with child care provider recruitment and retention activities.
- Complete regularly scheduled child care provider updates with consistent data entry.
- Provide information and materials within the community to families, employers, local businesses, and other organizations regarding child care and other SFCS services.
- Promote SFCS through community events, presentations and meetings as requested.
- Assist with maintainance and develop of the SFCS community Lending Library services.
- Maintain current supply of printed materials for the Resource & Referral Department.
- Support Resource and Referral Program Manager with purchasing supplies, maintaining tracking, praparing invoices, and other administrative duties.
- Provide all the above services to the Spanish speaking community. The primary functions will be performed in both English and Spanish
- Other duties as required

#### Qualification Requirements

- Bilingual Spanish required
- At least 12 Core Units of Early Childhood Education/Child Development required
- One year office experience or equivalent training program required
- A.A. degree in Child Development or E.C.E. preferred
- Minimum one year center or home-based family child care experience or experience working in resource & referral program or similar community resource service preferred

#### Knowledge, Skills and Abilities

- Strong communication (written and verbal in English and Spanish)
- Excellent organizational and interpersonal skills
- Multi-task oriented
- Excellent customer service skills
- Familiar with and the ability to use computers for data entry and word processing
- Proficient in Microsoft Office products
- Ability to attend off-site trainings, meetings, workshops, including evening and weekends.
- Ability to adapt to and support a changing work enviornment and new demands as needed
- Ability to lift at least 25 pounds

**Special Licenses or Certificates**

CA Drivers License and dependable auto with insurance coverage that is required by law.

Essential Functions	Description of Essential Functions
Child Care Referrals	Use the child care referral database program while interviewing the client about their child care needs. Provide a list of child care providers based on the client’s needs. Educate parent on quality child care and importance of licensing inquiries.
Education & Resources	Review child care needs with client; supply written materials and brochures related to client request. Refer client to proper community resource when necessary and connect them to the Subsidy and Help Me Grow programs as appropriate.
Provider Database	Input, update and maintain the child care provider and parent records in computer database. Meet provider update deadlines.
Provider Recruitment & Retention	Assist with provider recruitment and retention activities as needed.
Lending Library	Assist in maintaining Lending Library items. Promote and sign clients up for the Lending Library. Assist clients with the use of the lending library. Check in/out, sanitize, and circulate library items.
Agency Resources	Maintain, order new, and replacement resources for hanging resource files, lobby materials, and electronic documents.
Capacity Building and Outreach	Distribution of agency information, brochures, posters, and resource materials to the community. Promote SFCS through community events, presentations and meetings as requested.
Purchases and Tracking	With approval and direction of the R&R Manager, order parent and provider incentives and R&R staff supplies. Prepare purchase orders and maintain purchase tracking form.
Administrative Duties	Support Resource and Referral Program Manager with administrative duties. File or complete data entry for workshops, provider files, Trustline and other program documents as needed.
Provider Orientation	Conduct presentations about SFCS services and supports to child care providers at on-site, off-site, or virtual orientations as needed.
Provide Back-up to Receptionist	Fill in for the Front Desk Receptionist in his/her absence as needed.

Physical Requirements	Ability to lift at least 25 lbs., ability to bend, twist, stoop, and sit for 2-4 hours at a time.
Other Duties	Use computer and copy machine, speak clearly, and communicate by phone in a professional, friendly, and high-quality manner while adhering to the policies and procedures related to tasks.  As assigned.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Application Information:** An agency application form must be completed and submitted to:

Solano Family & Children's Services – Attn: Human Resources  
421 Executive Court North – Fairfield, CA 94534  
Or emailed to [kparkham@solanofamily.org](mailto:kparkham@solanofamily.org)

**To obtain an application, you may:**

- Visit our website at [www.solanofamily.org](http://www.solanofamily.org)
- Request via email at [kparkham@solanofamily.org](mailto:kparkham@solanofamily.org)
- Call the Job Hotline at (707) 863-3950 option 7
- Visit our office at 421 Executive Court North, Fairfield, CA 94534

**Additional Information:**

- Only the candidates who meet the job requirements will be invited to test and interview
- Employment is conditional pending satisfactory results of all requirements
- The position requires a pre-employment (post-job-offer) agency-paid drug screen, TB clearance and criminal background check

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