

Child Care Council of Suffolk, Inc.  
60 Calvert Avenue  
Commack NY 11725



**Position Title: Resource & Referral Parent Counselor**

**Department: Resource & Referral**

**Report to: Deputy Director**

**Job Purpose:** Provide high quality consultation, support and education to parents in identifying, locating and evaluating quality child care, early childhood education programs and resources, school age programs, and resources for special needs children. Provide information pertaining to financial assistance in paying for child care. Offer support to child care providers. Participate in activities to promote education about quality childcare and early childhood education programs to the community.

**Skill Requirements:** Knowledge and understanding of child care programs. Good communication skills both in person and on the phone. Willing to work as a team with other members of the department, as well as staff from other departments in the agency. Ability to operate computer systems to maintain database and perform internet searches. Able to multi-task, balancing work load and independent projects.

**Key Responsibilities:**

- Assist clients in locating child care suitable to their needs.
- Educate parents on child development, child care regulations, child care options and indicators of quality child care.
- Provide referrals by phone, mail, fax or email; mail or email personalized packet of information including age appropriate literature.
- Enter all client information in national standardized database (Empire State Child Care Match) accurately, with attention to detail and data collection requirements.
- Provide access to all available resources including but not limited to:
  - a. child care subsidies
  - b. housing
  - c. health care
  - d. food pantries, WIC, etc.
  - e. special needs/evaluations
  - f. mental health services
  - g. parent advocacy
  - h. hotlines
  - i. parenting classes
- Share parents' needs and concerns with other staff and departments as needed.

- Contact clients in order to conduct a follow-up survey, and provide additional referrals if needed.
- Develop and maintain a positive work relationship with State and County agencies that support families and caregivers.
- Maintain and update state-wide standardized database (Empire State Child Care Match) of caregivers as directed by department director.
- Provide child care provider support including but not limited to:
  - a. Regulations
  - b. Becoming a child care provider
  - c. business practices
  - d. market rates
  - e. information on becoming a county contracted provider
- Assist parents in finding child care on-site at the Suffolk County Department of Labor; provide on-site counseling, child care options, referrals, resources, assistance with DSS/DOL regulations and forms, disbursement to informal providers of health and safety equipment, maintain DOL computer database.
- Produce and analyze data reports from ESCCM on child care supply and demand, resource & referral services, quality of care, child care rates, economic impact of child care and provider professional development.
- Participate in community outreach events to provide education regarding quality child care as it pertains to meeting the needs of both current and potential clients and communities. Disseminate information about the link between early care and education and school readiness and success. Distribute data driven reports on child care issues to encourage participation in advocacy.
- Participate in a team-oriented work environment while valuing individual team members' contributions, appreciation for diversity and confidentiality standards of the agency.
- Participate in department and agency staff meetings and trainings; participate in planning and implementation of agency/department strategic plan and customer service standards.
- Perform other work-related duties as requested by department director and/or agency director.
- Attend workshops, in-house trainings, phone conferences, webinars and other meetings.

**Qualifications, Knowledge, Skills & Experience:**

- Associate's Degree in early childhood or related field, experience with direct service with children, or ability to demonstrate proficiency in the required functions of the job.
- Knowledge of NYS OCFS regulations and prior work experience in a child care setting (center or home based) is **required**.
- Excellent verbal, written and interpersonal communication skills, including the ability to communicate effectively and respectfully with a diverse community.
- Bilingual in English/Spanish is a plus.
- Knowledge of basic computer programs such as Excel, Microsoft Word/Outlook, Internet Explorer and various other office machines (i.e. fax, copier, printers.)
- Must be detail oriented.

**Physical Demands/Work Environment:**

- This position requires sitting at a computer desk for long periods of time, keyboarding and phone use. A head-set will be available for the phone upon request.
- Travel to the local Department of Labor several days per week is required for this position. Personal vehicle is required for travel with mileage reimbursed.
- Presence required at some off-site functions and trainings.

This is a 5 day/week position, 9:00 a.m. – 5:00 p.m.