

Position Description

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| Title: | Child Care Navigator |
| Reports to: | Director of Early Childhood |
| Terms of Employment: | Non-union Professional grade 4, 130 Day (year-round) Contract (.5FTE) |
| Positions Supervised: | None |

Ready by Five Childcare Navigation is a service that connects families with children ages 0-5 to childcare organizations within the community. The childcare navigation will also work closely with providers to update openings as they raise and work to place children as soon as possible to avoid waitlists and gaps in service.

Broad Statement of Responsibilities:

Ready By Five Childcare Navigator is responsible for acting as a point of contact for incoming clients, document referrals, provide timely follow-up for clients who have been referred for services, generate reports, and various other reasonable essential functions for Childcare Navigation.

Preferred Job Qualifications

- Bachelor's Degree in social work, special education, early childhood education, or related field
- 3-5 years of relevant experience
- Ability to work closely and connect with diverse populations
- High level of organization and prioritization skills
- Resiliency while working with the range of feelings that stem from community changes and systems building
- Ability to participate in and facilitate group meetings in diverse community settings
- Demonstrated ability to successfully initiate and prioritize workload
- Demonstrated ability to handle multiple demands efficiently
- Strong organization and time management skills, with attention to detail and excellent follow through
- Ability to work in a multidisciplinary team setting
- Ability to work independently and as part of a team with diverse populations and groups
- Demonstrated ability to successfully maintain positive interpersonal relationships
- Demonstrated ability to contribute toward a positive work environment
- Bilingual in English and Spanish preferred
- Strong verbal and written communication skills
- Active listening and assessment skills
- Ability to work both independently and in team settings
- Critical thinking with solutions-focused approach
- Experience maintaining databases and producing reports
- Proficient in both Microsoft Office and Google Suite tools
- Professional telephone etiquette
- Ability to make decisions quickly and independently
- Ability to maintain a calm and sensitive demeanor
- Experience with creative problem-solving
- Must have a valid driver's license and access to a reliable personal vehicle during work hours

Job Responsibilities

- Respond to calls and online form entries from parents, caregivers, providers, and professionals
- Evaluate caller needs and utilize resource database to identify appropriate referrals and services
- Utilize a “no wrong doors” approach when assisting clients
- Consult with community members to identify service gaps and barriers
- Make referrals to Partner Organizations following appropriate operations and protocols
- Conduct follow-up care coordination calls
- Support the processing of completed developmental screenings and follow up with caregivers as appropriate
- Attend trainings and staff meetings as required

Secondary Responsibilities

- Provide support on projects as needed
- Attend outreach functions related to Child Care Navigation as needed
- Travel to a national conference may be required once per year

Deliverables

- Coordinate care and make referrals to Partner Organizations to fulfill needs
- Follow-up with families after referrals are made
- Maintain accurate records and provide regular reports through the use of multiple databases

The above is intended to describe the general content of and requirements for the performance of this position. It is not construed as an exhaustive statement of duties, responsibilities, or requirements.