

Community Child Care Connection, Inc.
Job Description

Job Title: ECE Recruitment & Retention Specialist

Reports To: Quality Service Manager

Department: Core

Summary: This position performs a variety of responsibilities which are directed at recruiting, enhancing, and retaining quality child care within the agency's nine county service delivery.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Coordinates the development, implementation, and evaluation of an integrated set of professional recruitment and retention initiatives offered by CCCC including the following: (50%)
 - a) Develop program plans, policies, procedures, guidelines and objectives for the Recruitment and Retention program based on the guidelines of IDHS and CCP.
 - b) Plan and implement outreach activities specifically geared at Rural and License Exempt Providers.
 - c) Develop and monitor innovative initiatives to increase and retain quality child care within the agency's service delivery area.
 - d) Provide start up technical assistance and/or make referral to appropriate agency staff for individuals interested in establishing/growing a child care program.
 - e) Complete initial in-take and scheduled follow-up as well as enter the new provider information into the DTP provider database.
 - f) Coordinate to ensure that recruitment and marketing material is available and properly disseminated throughout the service delivery area.
 - g) Complete parent referrals, provider updates and follow-ups meeting percentage requirements set forth by IDHS and CCCC.
 - h) Possess the ability to balance the needs of individual families with special time set aside to assist families seeking care for their children identified with special needs and the providers who care for them.
 - i) Make referral to other agency staff or contact persons at INCCRRA as needed.
 - j) Communicate constituent's needs and concerns to other staff and departments as needed.
2. Coordinates the development, implementation, and evaluation of an integrated set of continuous quality improvement initiatives offered by CCCC including the following (35%)
 - a) Deliver technical assistance, coaching, and training to various providers including but not limited to the presentation of ITN and CCR&R Resource training using curriculum such as: Level 1, Creativity, Literacy, Diversity, etc.
 - b) Create and deliver technical assistance and training with support to parents and early childhood professionals regarding Developmentally Appropriate Practices, proper use of literacy and topics related to special care, early childhood education standards, state licensing regulations and indicators of quality care.
 - c) Administer the Provider Service Funds with special attention to License Exempt Child Care population
 - d) Attend INCCRRA statewide meetings as appropriate and represents the Agency at other meetings as requested.
 - e) Facilitate trainings periodically as assigned.
 - f) Enter and maintain accurate data in DTP

- g) Provide high quality consultation face-to-face or by phone, support and access to all available resources to constitutions while meeting all deliverable numbers and deadlines set forth by IDHS and CCCC.
- h) Facilitate and participate in team-oriented work environment while valuing individual team members' contributions, appreciation for diversity and confidentiality standards of the agency.
- 3. Develop and maintain positive relationships within the community to promote and sustain the program and services. (5%)
- 4. Maintain required job knowledge and skills and Core professional competencies. Attend and participate in required educational programs and staff meetings. (5%)
- 5. Perform other duties as assigned. (5%)

PERFORMANCE MEASURES:

- 1. Consults, Referrals, and general inquiries are handled promptly and accurately, with courtesy and respect shown to all callers and in-person.
- 2. Parent and Provider data is entered with a high degree of accuracy within established timeframes.
- 3. Goals of assigned programs are achieved within designated timeframes; creative solutions and ideas are sought to achieve these goals.
- 4. Program is highly (well) regarded in the community and by our clients (parents) and providers.
- 5. Employee is up-to-date and complies with all current and new state policies regarding assigned program areas.
- 6. Employee understands and demonstrates a high level of professionalism, including maintaining confidentiality regarding agency clients, early child and care programs and all information pertaining to Community Child Care Connection
- 7. Fifteen (15) hours of continuous education achieved.

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Individuals must be able to travel overnight as business necessitates, work evenings and weekends, and hold a valid Illinois Drivers License or have the ability to travel as assigned.

EDUCATION and EXPERIENCE:

Associate degree in early childhood education or related field and a minimum of 2 years' experience in the early childhood field or equivalent combination of education and experience. Prior experience working with adult learners; program design and administration; and group facilitation and strong organizational skills required.

COMMUNICATION SKILLS:

Within a 90 day probation period, staff must demonstrate the ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals is required. Ability to affectively present information and respond to questions from diverse groups of constituents, early child care professionals, parents, clients, and the general public is required.

MATHEMATICAL SKILLS:

Within a 90 day probation period, staff must demonstrate the ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations is required.

REASONING ABILITY:

Within a 90 day probation period, staff must demonstrate the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardizations exist. Ability to interpret a variety of instructions furnished by written, oral, diagram and schedule form is required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee frequently is required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to climb or balance and stoop kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by this job include close vision and ability to focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The office environment has moderate temperature and moderate noise levels. This position does require travel to offsite locations.