CLASS TITLE: EARLY CARE AND EDUCATION PROGRAM SPECIALIST

BASIC FUNCTION:
Under the direction of an assigned supervisor, provide technical assistance, develop and implement trainings, and coordinate referrals and services to families concerning child care programs, other community child care services and resources for which they qualify and are eligible for; maintain parent eligibility lists, prepare and distribute informational materials, and participate in recruitment activities.

DISTINGUISHING CHARACTERISTICS:
Incumbents in this classification are assigned to a specific program within the Early Care and Education Program Department. In addition to performing the essential duties set forth below, incumbents are assigned specific functions to perform according to the focus of the assigned program which are further described under the Option heading listed below.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Interview and advise families and others concerning available child care programs, other family-related services and related requirements; refer families to appropriate child care provider programs and other community child care services and resources according to identified needs and qualifications.

Receive and respond to telephone calls from families, child care staff, child care providers and members of the community; update and maintain parent eligibility lists and referral listings; greet and assist visitors; resolve child care issues and conflicts in a proper and timely manner.

Participate in a variety of recruitment and outreach activities to facilitate and enhance community awareness of available child care programs, child care provider programs and related resources and services; compile, assemble, prepare and distribute related promotional and informational materials.

Attend and participate in client orientations as directed; develop, implement and conduct workshops and trainings concerning available child care programs, child care provider programs, community child care services and resources, and other child development-related topics; prepare and deliver oral presentations.

Serve as a technical resources and liaison for families, child care staff, child care providers and outside agencies concerning child care programs and related functions; respond to inquiries and provide information concerning programs, services, practices, standards, policies and procedures.

Compose a variety of correspondence such as flyers, letters, memos and newsletters; duplicate and distribute a variety of materials as needed; assemble parent packets; prepare and process outgoing materials for distribution.

Input and update parent, child care staff, child care provider and a variety of other data in an

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assigned computer system; establish and maintain various automated records and files; initiate queries and generate a variety of computerized documents and reports; assure accuracy of input and output data.

Prepare and maintain a variety of records, logs and reports related to families, child care providers, presentations, phone calls, eligibility, referrals, trainings, workshops and assigned activities; establish, maintain and update files.

Research, assemble, verify and compile a variety of documents, records, data and information related to families and referrals.

Assist parents and child care providers with completing program forms and applications as assigned; coordinate parent calendar for assigned child care programs; follow up on referrals to assure needs are being met; conduct home visits and assist with the licensing process as assigned by the position.

Monitor inventory levels of office and workshop supplies; order, receive and maintain adequate inventory levels of supplies; arrange, clean, maintain and circulate toys from the toy lending library as directed; maintain storage areas in a clean and orderly condition.

Communicate with County Office personnel, families, various outside agencies and the public to exchange information and resolve issues or concerns.

Operate a variety of office equipment including a copier, fax machine, typewriter, laminator, computer and assigned software; drive a vehicle to conduct work.

Attend and participate in various meetings, in-services and conferences as assigned; assist with arranging special events; recruit parents for the Parent Advisory Committee as assigned.

OTHER DUTIES:
Perform related duties as assigned.

OPTIONS:
RESOURCE AND REFERRAL (R&R)
Incumbents in the ECEP Specialist classification assigned to Resource and Referral are focused on providing information, assistance, training and resources concerning the subsidized child care provider programs in addition to other community child care services and resources. Incumbents work with private child care providers and coordinate and provide services, training and resources to these providers and the families they serve. Incumbents assigned to Resource & Referral spend approximately 75% of their time preparing and providing training to local child care providers and preparing and submitting necessary paperwork and reports. Approximately 25% of their time is spent observing providers serve children in center based and/or home settings.
HEAD START AND OR EARLY HEAD START
HOME BASE
Incumbents in the ECEP Specialist classification assigned to Early Head Start are focused on providing information, assistance, training and resources to families of infants and toddlers enrolled in the Early Head Start home base program and/or to family providers receiving services through the Early Head Start Family Child Care Network. From time to time, the training, assistance and resources provided may include preparing and providing age appropriate activities for children served by family child care providers. Incumbents work with Early Head Start home-based staff, family child care providers, and community partners for the purpose of providing service referrals and resources to participating and eligible infants, toddlers and families in the areas of disability and health services, social services and development, parent involvement, education, and professional development. Incumbents assigned to Early Head Start provide approximately 75% of their time conducting home visits in the homes of families participating in the Home Base program and in homes of family child care providers that make up the Family Child Care Network. Approximately 25% of the time, incumbents prepare and provide group training and prepare and submit necessary paperwork and reports.

CONTENT SPECIALIST
Incumbents in the ECEP Specialist classification assigned to Head Start and Early Head Start are focused on coordinating Health/Nutrition, Education, Disabilities, and Family Partnerships components in accordance with Federal and State guidelines and local program plans. The Incumbents work as liaisons with community agencies, parents, staff, consultants, and management to provide up to date information on Federal and State regulations and family and children's needs. Incumbents also, provide information, assistance, training and resources to families, staff, consultants, and children as needed. Incumbents assigned to Content Specialist spend the majority of their time preparing and providing training to families, staff and family childcare providers and preparing and submitting necessary paperwork and reports. Incumbents will also be responsible for entering and updating the child information system. A portion of their time will be spent visiting and observing families, staff, and children.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Basic interviewing and advisement techniques.
Subsidized child care programs and other child care services and resources in the community.
Basic principles of child development and early childhood education.
Diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of identified children.
Standards and requirements related to enrollment in subsidized child care programs.
Practices and procedures involved in determining family eligibility for social services.
Policies and objectives of assigned program and activities.
Oral and written communication skills.
Modern office practices, procedures and equipment.

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Interpersonal skills using tact, patience and courtesy.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Operation of a computer and assigned software.
Record-keeping and report preparation techniques.
Public speaking techniques.

ABILITY TO:
Refer families to appropriate subsidized child care provider programs and other community child care services and resources according to identified needs and qualifications.
Serve as a technical resources and liaison for families, child care providers and outside agencies concerning subsidized child care programs and related functions.
Participate in a variety of recruitment and outreach activities to facilitate and enhance community awareness of child care provider programs and related resources and services.
Conduct workshops and trainings concerning subsidized child care provider programs, community child care services and resources, and other child development-related topics.
Prepare and deliver oral presentations.
Understand and resolve issues, complaints or problems.
Learn, interpret, apply and explain rules, regulations, policies and procedures.
Compile and verify data and prepare reports.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and time lines.
Establish and maintain records, logs and files.
Operate a variety of office equipment including a computer and assigned software.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: associate’s degree in early childhood education or related field and two years experience including working with child care or similar programs.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver’s license.

WORKING CONDITIONS:
ENVIRONMENT:
Office environment.
Driving a vehicle to conduct work.
Evening or variable hours.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Sitting or standing for extended periods of time.
Hearing and speaking to exchange information and make presentations.
Seeing to read a variety of materials.
Reaching overhead, above the shoulders and horizontally to file and retrieve materials.
Bending at the waist, kneeling or crouching.

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