



Job Title: Child Care Resource and Referral Child Care Availability Specialist  
FLSA Status: .75 FTE, Exempt, Prorated benefits include health, dental, Simple IRA and PTO  
Salary Range: \$16 - \$20/hr. depending on experience and qualifications  
28-30 hrs./week (16 hrs in office & other hours remote) thru June 30, 2023 with continuation possible based upon grant funding.

### **Early Childhood Council of Boulder County**

The Early Childhood Council of Boulder County's mission is to expand and improve the comprehensive system of quality early childhood services for families in Boulder County. Our vision is to ensure that all young children birth to five in Boulder County are ready to succeed in school and in life. The council serves as the early childhood hub of Boulder County, leveraging resources, opportunities and connections to create a quality system that impacts the lives of young children and their families. We serve the approximate 235 licensed child care facilities, centers and family child care homes, providing early childhood care and education services to over 9,500 young children in Boulder County. Additionally, the council's CCR&R Program serves over 100 school-age care programs. Please visit us at [www.eccbouldercounty.org](http://www.eccbouldercounty.org) to learn more about our work.

### **Job Summary**

The CCR&R Child Care Availability Specialist plays a key role in the administration of the Child Care Resource and Referral (CCR&R) program and as an early learning programs team member. The CCR&R Child Care Availability Specialist will develop a variety of methods for conducting frequent communication with local child care providers to achieve a variety of goals.

The CCR&R Child Care Availability Specialist is responsible for keeping child care provider profile information up to date for the approximately 328 child care providers in Boulder County, including school district preschools and school age child care programs, in the Office of Early Childhood Colorado Shines database. This information is used for parent referrals by our partner agency Colorado Shines Child care Referral at Mile High United Way, as well as for reporting purposes. In addition, the Availability Specialist will enter provider information into the National Data System (NDS) data base and participate in the development and implementation of a variety of provider outreach and communication systems that support vacancy reporting, data collection, and connecting providers with enhanced supports and quality improvement information.

This position works closely with the CCR&R Program Development Manager, the Quality Improvement Navigators, the Family Child Care Home Navigator, council staff and early childhood providers in Boulder County, providing support to child care/early childhood education providers.

This position is supervised by the Child Care Resource & Referral Program Development Manager

### **Knowledge, Skills and Abilities**

- Ability to organize and prioritize multiple deadlines
- Ability to navigate and learn new information systems
- Excellent relationship and community building skills
- Excellent data management skills and attention to detail
- Excellent written and verbal communication skills
- Experience analyzing data and ability to produce quantitative reports
- Ability to work effectively both independently with minimal supervision and as part of a team
- Ability to work with a diverse population from a variety of socioeconomic backgrounds, educational and early childhood philosophies
- Excellent customer service skills
- Strong working knowledge of Microsoft Office suite and web-based technology
- Desired skills: experience with Salesforce and familiarity with Colorado Shines, experience working in an early care and education program

### **Duties and Job Functions**

The CCR&R Program is responsible for ensuring that every licensed child care provider in Boulder County has their program information reviewed and updated at least annually in Salesforce, the CRM database solution adopted by the Office of Early Childhood as the backbone of Colorado Shines. In addition, ECCBC has chosen the Child Care Aware data platform National Data System (NDS) to gather additional information about Boulder County child care providers.

CCR&R Availability and Outreach Coordinator duties include but are not limited to:

- Contact each child care provider in Boulder County to review and update their profile information in Salesforce as needed. Contact may be by email, phone or in person and must be documented.
- Uses the Salesforce CCR&R Provider Update Manual guidelines for recording contacts and updates.
- Educates providers on the benefits of keeping their information up to date and answers questions regarding updates made by the CCR&R, what updates must be made by state licensing agents and what information a provider can enter themselves through their QRIS account.
- Development and implementation of a variety of methods for local child care providers to report open child care slots (e.g., calling, texting, emailing, completing an online form).
- Populating the National Data System (NDS) data base for local child care referral use.
- Conducting frequent contacts with each child care provider to inform them of enhanced supports such as assistance with licensing and quality improvement supports and to collect information on special populations served and enrollment data.
- Works in partnership with public agencies, private entities and local child care experts (i.e. family child care home navigator, licensing specialists, quality improvement coaches, public health staff) utilizing their particular knowledge of the ability of providers to serve special populations and the lack of available slots, to strategically increase the supply and quality of child care services.
- Produces reports using Salesforce data as required by management.

- Other duties as assigned.

### **Education/Experience**

A minimum of an Associates of Arts or Science or progress towards a degree or equivalent experience working in the CCR&R environment or data base management. Preference will be given to applicants with non-profit experience, experience in early childhood, and/or community outreach. Experience working with diverse ethnic and economic communities is recommended. Ability to speak and write in Spanish with fluency in desirable.

### **Licensure/Qualifying Standards**

Current, valid Colorado driver's license, auto insurance and a good driving record are required.

### **Physical/Environmental Characteristics**

Essential duties are routinely performed in a general office environment using computers, fax machines, copiers, and other business machines and equipment. Essential duties may sometimes require the use of a personal vehicle. Ability to work remotely.

### **Application Process**

Qualified candidates should submit resume, cover letter, and two references to Esther Hartley [admin@eccbouldercounty.org](mailto:admin@eccbouldercounty.org)

First round deadline Friday, December 31, 2021, 12:00 Noon. Open until filled.

Updated: 12.13.2021