

**SANTA CRUZ COUNTY OFFICE OF EDUCATION  
RESOURCE AND REFERRAL TECHNICIAN –  
CHILD DEVELOPMENT PROGRAMS, LEVEL II**

**DEFINITION**

Under direction, provide a resource of ongoing communication for those seeking information about and referrals for early care in education and extended learning providers and programs in Santa Cruz County; provide a resource of information, training and support for early care in education and extended learning providers and programs in Santa Cruz County.

**SUPERVISION EXERCISED**

No supervisory duties.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Serve as an information source regarding the Child Development Resource Center services, early care in education and extended learning referrals, and child care consumer education services and resources, including but not limited to Cal WORKS, Trustline, and enhanced child care referrals.

Provide counseling to the public seeking referrals for and information about child care and other related resources in Santa Cruz County.

Provide technical assistance on the development and operation of services and training to existing and potential providers and parents.

Conduct provider recruitment and training activities.

Schedule appointments.

Participate in the development and implementation of component's annual goals and objectives.

Develop and prepare child development program materials and state, regional and agency reports

Represent the agency in the child development and child care community as needed.

Assist with implementation of other component programs as needed.

Provide information to childcare providers on background requirements including fingerprinting, CPR/First Aide, and Health and Human services paperwork processing.

Attend staff meetings and assist other staff as needed.

Oversee the implementation, organization, and maintenance of the referral provider database by performing data entry and database management. Maintain and oversee that supporting files ~~and~~ on parent resources and child care providers are accurate, relevant and appropriate.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (continued)**

Gather relevant information regarding early child education and child care services and prepare the publication of quarterly state reports.

Implement the processing of special needs client referrals (enhanced referrals); oversee the organization and maintenance of Enhanced Referral files.

Develop and maintain an awareness of current and future child care funding initiatives and adhere to all contract funding terms and conditions. Conduct research and analysis on emerging and existing trends.

Translate program materials as necessary and appropriate.

Implement programs which identify local parent/child care provider needs, resources and trends.

Conduct relevant presentations and large and small group trainings as needed.

**OTHER RELATED DUTIES**

Perform related duties and responsibilities as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

Early child education development programs, services and resources.

English usage, spelling, vocabulary, grammar, and punctuation. Spanish fluency highly desirable.

Principles and procedures of data entry, data management and record keeping.

Mathematical principles.

Cultural competency and sensitivity to effectively work with parent and provider client base.

**Skill and Ability to:**

Operate modern office equipment including computer equipment.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Conduct research and analyze data to determine needs, trends and program priorities.

Use independent judgment in carrying out complex written and oral instructions.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Skill and Ability to: (cont.)**

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Perform multiple tasks simultaneously under pressure.

Provide problem solving guidance and/or information and politely respond to diverse requests and inquiries from the public.

**EDUCATION AND EXPERIENCE**

*Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:*

**Education:**

Training equivalent to completion of the twelfth grade supplemented by college level course work, preferably in child development or other relative fields of study.

**Experience:**

Three to five years of increasingly responsible experience, preferably in child care, early childhood education, or child development.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate driver's license and valid insurance.

**SPECIAL REQUIREMENTS**

*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. Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment. While performing the duties of this job, the employee is regularly required to stand and to sit, perform keyboarding and speaking on the phone, reach with hands and arms; talk and hear. Frequently required to walk; occasionally may be required to move, carry or lift up to 10 pounds. Specific vision abilities required by this job include close vision and distance vision. The employee may be required to drive to off-site locations.

**Effective Date:** July, 1999

**Revised Date:** July 2010