

SANTA CRUZ COUNTY OFFICE OF EDUCATION

RESOURCE AND REFERRAL TECHNICIAN II, EARLY CHILDHOOD

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 early childhood department 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.

Oversee the implementation, organization, and maintenance of the referral provider database by performing data entry and database management.

Maintain and oversee that supporting files on parent resources and child care providers are accurate, relevant and appropriate.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)

Attend staff meetings and assist other staff as needed.

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.

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.

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

Modern office procedures, methods, and equipment including computer equipment and applicable software programs.

Spanish fluency highly desirable.

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 and applicable software programs.

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

Skill and Ability to (continued):

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

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

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, valid California driver's license and appropriate vehicle operation insurance preferred.

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:

While performing the duties of this job, with or without the use of aids, the employee is regularly required to sit, stand or walk for extended period of time; dexterity of hands and fingers to operate a computer and sustain repetitive motion of wrists and hands for intervals of time, telephone and other standard office equipment; see and read a computer screen and printed matter; hear and understand speech at normal levels on the telephone or in person; speak so that others may understand at normal levels and on the telephone; and grasp, push, pull and move, lift and/or carry up to 10 pounds.

Ability to work in a standard office environment and with the ability to travel and work at different sites and locations.

Ability to speak, read, and write both English and Spanish may be required for some positions.

Approval Date: July, 1999

Revised Date: July, 2010

Revised Date: June, 2020

Revised Date: September 16, 2025 (Previous Title: Resource and Referral Technician, Child Development Programs, Level II)