



## **Child Care Resource and Referral Manager**

**Position:** Child Care Resource and Referral Manager

**Work Hours:** Full Time, Salaried Monday - Friday 8:30am-5:00pm

**Salary:** \$57,000-\$70,000 depending on experience

**Benefits:** Children's Council is a family-friendly workplace offering full-time eligible employees 22 days paid vacation, 13 paid holidays, 401k with employer match, and health/dental/vision benefits upon successful completion of 30-day introductory period.

### **About Children's Council**

Our mission at Children's Council is to connect families to child care that meets their needs and work with parents, providers, and community partners to make quality child care and early education a reality for all children in our city. Our team is committed to empowering parents with the information they need to make good decisions regarding child care and early education for their children. We also equip early educators with the expert resources they need to be better at what they do and simultaneously improve the quality of care that's available in San Francisco. We believe all children must have high quality care and early education that meets their unique needs because their long-term success depends on it. If you are passionate about connecting families with quality child care, we want you on our team.

### **About this Position**

Child Care Resource and Referral is the core of the Children's Council's services to the San Francisco Community, providing our first line of contact and assistance to families and community members. The Child Care Resource and Referral Manager oversees this vital work, ensuring quality phone, walk-in, and web-based child care referral services and related resources for families of all income levels and diverse backgrounds seeking care in San Francisco. This position is responsible for developing training, providing clear procedures, and managing staff to ensure parents are connected to appropriate child care and resources that will help them thrive. This position requires strong people- and project-management skills. The ideal candidate is passionate about working with families and child care providers and is constantly thinking critically about how to enhance program quality and delivery to both types of customers.

**Key Responsibilities**

- Manages and improves a complex, integrated system of service that includes child care resource and referral information database and quality customer service onsite and at partner-agency locations.
- Responsible for the training, supervision, and direction of the Child Care Resource and Referral 7-person team, including hiring, monitoring, training, coaching, reflective practice, and evaluation of staff.
- Responsible for developing outcome measures, cross-training staff, and ultimately ensuring a positive, productive experience for families, child care providers, and other community members who walk through our doors or phone us for assistance.
- Ensures the maintenance of a comprehensive and accurate database of licensed child care providers in San Francisco in coordination with the state licensing agency.
- Ensures compliance with California Department of Education contract, CA R&R Network and NACCRRRA standards, as well as memoranda of understanding with local funding agencies and partners.
- Shapes, contributes to and is accountable for reports, dashboards and analyses of key performance metrics; compiles and analyzes input from all staff and community stakeholders to develop strategies for program improvement.

**Key Qualities**

- Your staff have said to you “you are the best manager I’ve ever had.” You have demonstrable skills, desire and talent to manage people and programs equally well.
- Your empathy, communication skills, and knowledge of supports for families immediately reassures your customers and staff.
- You have a strong commitment to quality; you embody and hold others to impressively high standards of service.
- Your work history and career path demonstrates a passion for making positive change and a commitment to principles of family-centered care and parent-professional collaboration.
- You are a breaker of barriers- you are a creative and critical thinker motivated to take on
- You possess a keen ability to think strategically at a high-level and then translate that policy into practice for yourself and your team.

**Required Education & Qualifications**

- Passion and experience empowering families; demonstrated knowledge of and experience in early childhood development and/or family service systems.
- BA Degree in Child Development, Social Work or related field
- Minimum four years of supervisory experience required, preferably in a non-profit child care or social service agency.

- Strong understanding of processes and skills involved in information & referral, parent support and counseling, customer service, crisis intervention, or eligibility-based programs.
- Demonstrated experience maintaining and improving user-friendly computer-based customer service systems with a focus on data integrity.
- Demonstrated ability to work effectively with various partners, including funders and internal/external partners.
- Proven track record in creating, developing and managing complex programs.

**How to apply:**

Please submit your cover letter and resume in Word or PDF format with the Email Subject line:

**Child Care Resource and Referral Manager: [Your Name]** to [careers@childrenscouncil.org](mailto:careers@childrenscouncil.org)

**Children's Council is an equal opportunity employer that values diversity as central to our work serving the San Francisco community. We encourage candidates from a wide range of backgrounds to apply. Individuals seeking employment at Children's Council are considered without regards to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.**