

FAMILY RESOURCE & REFERRAL CENTER

Serving the Community for over 30 years

509 W. Weber Ave., Suite 101, Stockton, California 95203
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www.frccsj.org



Child Care Assistance - Child Nutrition - Community Resource & Referral - Early Care & Education - Administration

JOB POSTING: THE FOLLOWING POSITION IS OPEN AND AVAILABLE UNTIL FILLED. QUALIFIED CANDIDATES SHOULD GO TO WWW.FRCCSJ.ORG TO GET AN EMPLOYMENT APPLICATION AND SUBMIT IT WITH THEIR RESUME TO THE HUMAN RESOURCES DEPARTMENT AT THE ADDRESS ABOVE. EMPLOYMENT APPLICATIONS ARE ALSO AVAILABLE AT THAT ADDRESS. FOR FURTHER INFORMATION, CONTACT HUMAN RESOURCES AT (209) 461-2991.

Job Title: RESOURCE AND REFERRAL MANAGER
FLSA Status: EXEMPT
Salary: MINIMUM: \$55,620 annual MIDPOINT: \$69,552 annual

Family Resource and Referral Center (FRRC) employee responsibilities include becoming familiar with all programs operated by FRRC.

The Resource and Referral Manager is responsible for the administration and management of the Resource and Referral Program and manages the operations of the Resource and Referral Department in accordance with funding terms and conditions and the Board of Director's goals, objectives and policies. In addition, job duties include program planning, employee training and supervision and quality control of Resource and Referral programs

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Responsible for the overall operation of Resource and Referral Program services which include:
 - a. Management of child care referral services for parents and child care providers.
 - b. Provision of accurate child care information and referrals to parents.
 - c. Quality control of information that is disseminated to the public.
 - d. Maintenance of accurate, current information on child care providers and parents.
 - e. Community outreach to ensure that child care information is disseminated to community agencies.
 - f. Management of recruitment and supply-capacity building initiatives.
 - g. Works closely with Community Resource Specialist on development and implementation of education and training conducted for child care providers and parents.
 - h. Oversight of child care referral data and licensing implementations.
2. Manages the Child Care Initiative Program and other similar First 5 Programs.
3. Participates in the FRRC Management Team. Works closely with Child Care Food Program Manager, Director of Program Services and Subsidized Child Care Manager to coordinate services.
4. Represents the Agency in the community.
 - a. Responsible for presentations to the community on FRRC services and child care issues.
 - b. Coordinates with Local Planning coordinator and other key Child Care partners.
 - c. Attends community meetings and provides the Program Analyst with any licensing updates to share. with the Local Child Care Planning Council (LCCP).
 - d. Attend sectional or regional meetings, Semi-Annual meeting, Annual meeting and R&R conference.
 - e. Responsible for management of: Parent Voices, Stand for Children Day and Children and Youth Day.
 - f. Works closely with Community Care Licensing staff on licensing implementation of child care providers and health and safety issues that may occur.
5. Manages and supervises staff.
 - a. Supervises and provides ongoing training to Resource and Referral Staff.
 - b. Conducts regular meetings with staff.
 - c. Assists in hiring Resource and Referral personnel.
 - d. Reviews and approves time off requests and timesheets.
 - e. Conducts annual performance reviews.

**FAMILY RESOURCE AND REFERRAL CENTER
RESOURCE AND REFERRAL MANAGER JOB DESCRIPTION**

Page 2

- f. Reviews and approves all staff performance appraisals.
- g. Responsible for knowing policies in the Employee Handbook to address employee issues; works with management on resolution.
- 6. Public Policy- monitors State and Federal legislation related to child care.
- 7. Performs other job related duties as assigned.

The Resource and Referral Manager performs all responsibilities in close coordination with the management team. The Manager is responsible for the administration and management of the Resource and Referral department.

Assist in the development and implementation of Agency programs and procedures. Responsible for knowing and implementing applicable guidelines, regulations and policies developed or set forth by the Board of Directors, Management, State Department of Education/Child Development Division and/or the State Department of Social Services.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position includes driving duties. Must have reliable transportation, California driver's license and proof of insurance. Requires a high degree of judgment and problem solving. Ability to define problems collects data, establish facts and interpret and draw valid conclusions. Ability to speak effectively to respond to the most sensitive inquiries or complaints.

- Excellent analytical, math and computer skills.
- Demonstrated ability to hire, train, coach, develop and evaluate staff performance.
- Excellent verbal and written communication skills and customer service orientation.
- Demonstrated strong organizational, planning and time management skills.
- Ability to think clearly and logically and analyze complex issues.
- Ability to use experience and judgment to plan and accomplish goals.
- Ability to maintain confidentiality of information.
- Ability to work effectively with others.
- Ability to understand the problems and issues facing families from a variety of ethnic and economic communities.
- Ability to travel to other office sites as needed.

EDUCATION AND EXPERIENCE

- B.A. or B.S. Degree required in Child Development, Social Services or Public Administration or related.
- Resource and Referral experience, plus a minimum of two years in program management and staff supervision.
- Two years of supervisory experience and demonstrated ability to hire, train, coach, develop and evaluate staff performance.
- Experience in program planning, public speaking and presentations.