



Child Care Resource and Referral Counselor

Position: Resource and Referral Counselor

Work Hours: Full Time, 7.5 hours/day Monday - Friday 8:30am-5:00pm

Salary: \$20-\$21/hour 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

For over 40 years, Children's Council has been the central hub for San Francisco's child care community. Our mission is to connect families to child care that meets their needs and to 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. We also train and equip early educators with the expert resources they need to be better at what they do and simultaneously improve the quality of child care available in our city. We believe all children must have high quality care and early education because their long-term success depends on it. If you want to be a child care champion in our community, we want you on our team.

About this Position

The Resource and Referral Counselor duties represent one of the core services for families at Children's Council. This customer-service position plays a pivotal role in empowering our parent clients to find appropriate child care by assessing their needs, communicating their options, helping them select a provider, and connecting them with resources in their community to help with parenting, affording child care, and other needs. This team has a deep commitment to working with families, a passion for early childhood education, and a talent for communicating. All team members participate in monthly group reflective practice sessions and ongoing team building activities to foster team work and better understand the impact of our daily work. The ideal candidate for this position is a natural problem-solver and initiative-taker, someone with persistence who enjoys learning and finding answers. You will need great time management skills, excellent communication skills, and demonstrated conflict-management skills to meet customer needs in a fast-paced environment. This particular role will require a specialization in child development and early education to provide support to families in our target population.

Key Responsibilities

- Work one-on-one with families; supporting them to identify and make informed decisions about appropriate child care in San Francisco
- Create materials for and conduct parent education workshops on a variety of parenting and child care subjects.
- Provide information to families about eligibility requirements to access subsidized child care.

Key Qualities

- You are a “people person” with a can-do positive attitude, easy manner and a high energy level.
- You consider yourself an excellent communicator- you enjoy finding new ways to deliver information and engage your audience.
- You don’t get ruffled easily and are professional at all times; you manage stressful situations and conflict with grace and poise.
- You are dogged in your pursuit of solutions and you often think outside the box when it comes to helping a client.
- You thrive in a busy, bustling environment- multiple ringing phones, confused clients in front of you and staff with questions behind you
- You have experience working with families and enjoy meeting and serving a diverse population.

Required Education & Qualifications

- Bilingual preferred
- Must have at least 2 years’ experience in the child development.
- Bachelor’s degree or Associate’s or Early Childhood Education Certification + 2 years’ experience
- Must be proficient in Microsoft Office products and database systems.

How to apply:

Email your resume and cover letter to 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.