

Solano Family & Children's Services

421 Executive Court North * Fairfield, CA 94534 * (707) 863-3950 option 7 * (707) Fax 863-9772

Job Description/Announcement

Family Navigator, Help Me Grow Call Center - #64

Position Title:	Family Navigator II, Help Me Grow Call Center	Type of Position:	Full-Time
Work Days:	Monday – Friday	Open To:	Public
Hours:	8:30 AM – 5:30 PM	Open Until:	Filled
Department:	Resource & Referral Program	Management:	NO
Reports to:	Resource & Referral Program Manager	Date Updated:	6/25/2020
Salary:	\$21.72/\$22.81 Hourly	Position Status:	Non-Exempt
Preferences:	Bilingual Spanish		

General Purpose of the Job

- To connect young children and their families to programs and services throughout Solano County, by staffing the Help Me Grow Call Center, phone line, internet and in person
- Enter new client information, and document all call and referral information in the data system
- Refer clients to partner agencies for services and screening
- Update information, and make follow up calls to confirm linkages to services
- Generate reports for Help Me Grow Call Center case management
- Develop and maintain contacts with other Help Me Grow partners
- Collaborate and communicate with Program Staff/Program Manager/Staff of funding source to ensure effective implementation of program requirements
- Serve as a lead worker to the Help Me Grow staff
- Assist with the development and implementation of policies and procedures related to the Help Me Grow Program.
- Assist Program Manager with running weekly/monthly data reports for contract compliance
- Assist Program Manager with statistical data
- Other duties as preferred.

Qualification Requirements

- A minimum of two years experience using a computer database program, internet experience, or equivalent combination of relate education and experience
- Minimum one year experience working with families, in a social service agency, or call center or similar community resource service preferred
- B.A.or A.A. degree in Child Development or E.C.E., or at least 12 Core Units of Early Childhood Education/Child Development preferred
- Bilingual Spanish required

Knowledge, Skills and Abilities

- Excellent interpersonal, written, and oral communication skills
- Multi-task oriented
- Excellent customer service skills
- Excellent listening skills and the ability to ask inquiring questions, identify and understand concerns, and identify appropriate referral process
- Must possess a professional and friendly attitude and be able to quickly develop a rapport with clients over the phone
- Ability to learn and navigate new software quickly
- Familiar with and the ability to use computers for data entry and word processing
- Proficient in Microsoft Office products

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- Ability to attend off-site trainings, meetings, workshops, etc.
- Ability to lift at least 25 pounds

Special Licenses or Certificates

CA Drivers License and dependable auto with insurance coverage that is required by law.

Essential Functions	Description of Essential Functions
Maintain the Help Me Grow Call Center	Daily phone/email/face-to-face interaction with parents, Pediatricians, medical staff, and other callers to collect information, make a connection, build rapport, educate, and make appropriate referrals to community services. Enter data into the data system and identify and relay appropriate resource and contact information. Enter notes and any significant information helpful for the referral agency. Complete the referral process to other Help Me Grow partners and perform follow up calls within 2-3 weeks. Work with callers with complex issues to navigate community systems.
Resource Database	Use the referral database program while interviewing the caller about their child(ren's) needs. Assist the Outreach Specialist with inputting, updating, and maintaining information in the computer database.
Guide Staff: Represent Program	In the absence of the Program Manager, guide staff in the direction they should take when working their case files. Mentor staff as needed. Attend community and program meetings as a Help Me Grow representative with the Program Manager or as directed by the Program Manager.
Maintenance of Resource Database	Maintaining a collection of Solano County resources relating to child and family topics and needs.
Assist with Outreach Activities	Assist in Outreach Activities. Assemble handouts, training materials, etc.
Filing, Data Entry, and Reports	Light filing: complete data entry for reports or information regarding Help Me Grow Call Center statistics.
Physical Requirements	Ability to lift at least 25 lbs.: ability to bend, twist, stoop, and sit for 2-4 hours at a time. Use computer and copy machine, speak clearly and communicate by phone.

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Other Duties	As assigned.
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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Application Information: An agency application form must be completed and submitted to:

Solano Family & Children's Services – Attn: Human Resources
421 Executive Court North – Fairfield, CA 94534
Or emailed to kparkham@solanofamily.org

To obtain an application, you may:

- Visit our website at www.solanofamily.org
- Request via email at kparkham@solanofamily.org
- Call the Job Hotline at (707) 863-3950 option 7
- Visit our office at 421 Executive Court North, Fairfield, CA 94534

Additional Information:

- Only the candidates who meet the job requirements will be invited to test and interview
- Employment is conditional pending satisfactory results of all requirements
- The position requires a pre-employment (post-job-offer) agency-paid drug screen, TB clearance and criminal background check

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