



Job Title: Resource and Referral Manager
Department: Child Care Family Services
Reports to: Associate Director of Family Support
FLSA Status: This is a fulltime / 40 hours per week, Exempt level position

About Children's Council

For more than 45 years, Children's Council has been the heart of child care and early education in San Francisco, advancing the belief that high-quality child care can transform lives and communities. Our more than 120 team members help families navigate their child care and preschool options and secure financial assistance to pay for it. We provide home-based child care businesses with the training and resources to succeed. Through a wide range of free programs and workshops, we support parents and caregivers as they build child development skills. As the city's second-largest nonprofit contractor, with an annual budget of over \$120 million, we are a major stakeholder in the child care system. We educate the public and advocate for increased investment in early education at the local and state level. If you are a child care champion, we want you on our team.

Child Care Family Services Department

The Child Care Family Services department is invested in offering a wraparound service model that builds on individual and family strengths. We offer an array of supportive services to families, which includes child care financial assistance for children 0-13, support to families in search of high quality child care educators, family engagement activities and caregiver workshops.

Position Summary

The Resource and Referral Manager (R&R Manager) is tasked with developing and implementing the flow of services designed to deliver responses and resources to children, adults and families with varied, and diverse unmet needs. In this role, you will lead both the front desk and R&R team with providing our integrated systems of resources and referral services for the organization.

Key Qualities

- A leader with prior experience in supervising and supporting staff's development.
- A natural team leader who is a champion of learning and a growth mindset culture
- You can seamlessly utilize a family centered approach, when it comes to supporting families, children and providers

Key Responsibilities

Program Administration

- Develop an easy, efficient way for staff who are working daily with families to clearly access information pertaining to family resources and child care referrals that are helpful to the families we serve.
- Ensure that staff and families have access to child care referrals that are reliable and up to date; Remove any red tape/barriers to access for clients.
- Establish scheduling, expectations and guidelines for client relations and resource and referral staff, including but not limited to San Francisco CalWORKs HSA division.
- Ensure that the day-to-day delivery of resources and referral services are streamlined and are easily accessible to both staff and the community we serve.

- Support transformational engagement with resource and referral team by utilizing all available learning tools and opportunities for staff; ensure the team is well equipped to support and connect participants to beneficial resources and referrals.
- Ensure the team is taking a family/participant customer service centered approach.
- Responsible for collecting, tracking, and analyzing all available data on our services; reporting that information to our staff and local funders. This includes but is not limited to data on the number of children and families served, type of wrap around services needed, and client services experience.
- Explore ways that continually improve the accuracy, timely delivery, and enhanced services to families and children. Keep the child care family services senior leadership team apprised of relevant data analysis.
- Ensures accuracy of data flow across various enrollment, referral, and case management software systems.
- Ensure we meet our monthly projected state and local childcare voucher enrollments.
- Supports the ongoing use of the “light touch” needs assessment and tracking data on wrap around services offered to families.
- Manage child care voucher program-related projects within the team/department with a focus on supporting and improving the services we offer to children, families and providers.
- Work with software vendors and IT staff to troubleshoot software issues and implement software upgrades or customizations.
- Provide technical assistance to staff with questions relating to service delivery or software issues.
- Work in collaboration with the community outreach manager to ensure there is shared knowledge and cohesion among both teams.
- Collaborate regularly with managers and staff to ensure our services are synchronized across the organization.

Required Qualifications

- 3+ years of relevant work experience, preferably within the local ECE and/or social services
- Demonstrated project management and supervisory success leading small teams through organizational change
- Strong communication skills (verbally and in writing)
- Experience advocating, supporting, and resolving issues on behalf of marginalized population and clients
- Strong working knowledge of effective resource and referral practices, specifically client engagement
- Ability to capture, organize, analyze, and report data and findings to key stakeholders
- Hands on experience building and delivering informational and educational tools to communities in need
- Advanced digital literacy and proficiency in Microsoft Word Suite (especially Excel)
- A background clearance is required

Physical Requirements

- Mental acuity to perform the essential functions of this position in an accurate and timely fashion.
- Dexterity to use office equipment; the ability to sit and work at a desk for extended periods of time.
- Ability to speak, hear, and understand speech at normal room levels.

Children's Council of SF is committed to building a staff that is rich with cultural, social and experiential diversity. Candidates who want to join us on this journey and who can uniquely contribute to that goal are encouraged to apply.

Children's Council's employees work a 3/2 hybrid model. Applicants should be comfortable with both the remote and in office scenarios.

Benefits, and Perks: We offer Medical, dental, vision, Long-term disability, Life & Pet Insurance / Employer 401K Matching program/ Tuition Reimbursement Program/ FSA, HSA & Transit Commuter Benefits / Generous, graduated tiered PTO accrual - starting at 4.5 weeks annually, plus 14 paid holidays.

Applications will be considered as they are submitted. Our positions remain opened until filled.

How to apply: <https://childrenscouncilsf.bamboohr.com/jobs/view.php?id=130>

Equal Opportunity & Equity Statement

Children's Council is an equal opportunity employer that values diversity as central to our work serving the San Francisco community. We comply with all applicable state and local laws governing nondiscrimination in employment. Our practices are in alignment with our commitment to workplace equity, diversity, and inclusion. We foster a work environment where our current and future staff feel welcomed without regard to race, color, religion, gender identity, national origin, sex, age, disability or sexual orientation.