



# Las Vegas Urban League

## Job Description

**Job Title:** CCRR (Child Care Resource and Referral) Specialist  
**Date Prepared:** 4/9/2013  
**Department:** Childcare  
**FLSA Status:** Non Exempt

### General Purpose

Assists families in identifying quality child care settings for their children, enrolling and monitoring Family, Friend and Neighbor (FFN) providers, recruiting licensed providers to work with the Child Care Program and performs other related duties.

### Essential Duties and Responsibilities:

#### Provider Registration, Orientation & Technical Assistance

Distributes registered provider packets to parents and potential providers and answers questions they have regarding provider and client eligibility;

Receives new registered, licensed and FFN provider packets and reviews them for completeness;

Enters the provider's information into the database, so families can be enrolled with the provider, upon completion of the provider's orientation;

Enrolls the provider in mandatory payment orientation classes conducted each month.  
Informs the Subsidy Case Manager (CM) when the provider is eligible to receive enrollments, and the effective date of the provider's activation within the system; also informs the CM any time a provider is closed, so families can be transferred to an alternative provider;

Conducts a review at least once annually of all provider records to ensure they are complete and up-to-date;

Ensures licensed provider records are kept current with appropriate licensing.

Assists the provider with financial management of their program, including: providing information on creating a business plan, information on small business loans, food program grants, and other resources that the provider can use to improve the care offered to their families;

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## **FFN Provider Monitoring / Home Visits & Follow Up Activities**

Conducts home visits in accordance with program policies in order to ensure children's health and safety.

Report any problems observed during home visits to the CCRR coordinator; Maintains telephone contact with the CCRR Coordinator when in the field to report these problems, delays in returning to the office, etc.;

## **Provider Complaints, Grievances and Terminations**

Receives complaints from clients against licensed and unlicensed providers; forwards complaints not related to CCDP services to licensing for resolution if the complaints are against licensed providers, and to UL CCDP Quality Assurance for FFN providers for review and resolution;

Identifies providers who are not complying with CCDP policies and procedures, as outlined in the CCDP Program Manual, Provider Service Agreement and Provider Penalties forms;

Takes action to terminate providers, when appropriate; contacts Subsidy CM's to remove families associated to the provider (as needed); assists affected families with identifying alternative care options, including enrolling a new provider with the program;

Receives provider complaints regarding the CCRR and Subsidy Programs; works with UL CCDP management to resolve provider concerns;

Reports immediately to licensing and UL CCDP Management when there is a suspicion or observation of child abuse or neglect, either within the office or on home visits. The CCRR Specialist will participate in all required training.

## **Client Services & Referrals**

Take phone calls and walk-in visits from families requesting child care services; provide families with client and provider program guideline and application processes;

Informs families that there is no fee for CCRR services, and that this is a parental choice program;

Provides families with a referral guide to help with child care selection; maintains a current list of licensed providers for families who don't want to complete the referral process and/or who want to search on their own; Assists interested families with completing a referral for child care, either in person, by phone, fax, email or online;

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Follows up with each family within 5 days of issuing a child care referral to ensure the family was able to locate care. Issues additional referrals as needed to assist the family;

Notifies affected subsidy families when a provider is closing, and assists them in locating alternative care options;

Provides families with information on ECE best practices, the QRIS rating system and other quality child care information;

Identifies and makes referrals to other Urban League programs or outside agencies, when families have needs other than child care;

Offers clients the opportunity to complete satisfaction surveys;

## **Data Collection & Reporting**

Assist in collecting data for a bi-annual market rate study for the state (used to set state maximum rates bi-annually);

Tracks data on program usage, such as: # of referrals issued, # of providers enrolled, # of applications provided, # of providers terminated, # of home visits conducted, etc. to use for demonstrating outcomes and effectiveness for the program;

## **Other Duties**

Perform travel related duties as needed to ensure adequate administration of the program. Maintains detailed mileage logs regarding travel related duties.

Attend and participate in department and agency staff meetings, child care conferences, and other trainings as assigned;

Ensures adequate stock of provider packets is maintained; assists with printing and preparing packets when stock runs low and/or orders new supply when needed;

May assist in developing newsletters, brochures and information for families and providers related to CCRR and Subsidy services; may assist in developing and facilitating client and provider training and orientation;

May assist in planning and implementing an emergency plan for our state; may assist providers in developing emergency plans for their facilities/homes;

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Achieve an understanding of agency mission, strategic focus areas and overall goals and objectives. Contribute to the success of these areas.

Performs other duties, as assigned;

**Skills and Abilities Required:**

Adapt DWSS regulation changes timely and accurately. Address the needs and concerns of parents and providers;

**Education, prior work experience and specialized skills and knowledge:**

Associate degree in related field or equivalent experience in social work and/or early childhood education. Minimum one (1) year experience. Able to deal with clients in crisis situations. Must have reliable, insured transportation. Must have proficient know in Computer applications such as Word, Excel, Outlook; Work/Family issues; Resource and Referral; Community Resources; Basic Case Management.

**Physical environment/working conditions:**

Requires the ability to exert a normal amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of office equipment and supplies.

**Equipment/machinery used:**

Personal computer, fax machine, printer and other office equipment.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**For HR Use Only**

Name: \_\_\_\_\_ Title: \_\_\_\_\_