Position Announcement

(Open until filled)
Salary based on experience
Interested applicants should submit Resume and Cover Letter to HR@CollabForChildren.org
Collaborative for Children is an Equal Opportunity Employer M/F/V/D and Drug-Free Workplace

BILINGUAL PARENT EDUCATOR / CONSULTANT

POSITION SUMMARY: Guides parents in improving their parenting skills and making positive choices in selecting quality child care by linking them to early care and education options by maintaining an up to date, accurate database of child care and parenting resources. Also provides information, referral and consultation on child development, importance of family involvement and relevant health and human services, over the telephone and in parent education sessions. These activities are in support of the Child Care Resource and Referral and Parent Education programs of the Family Engagement department.

REPORTS TO: Manager, Family Engagement

ALSO WORKS WITH: Assistant Vice President of Family Engagement, Parent Educator/Consultants, Administrative Coordinator, Other Family Engagement team members

CLASSIFICATION: Non-Exempt / Full Time

DUTIES & RESPONSIBILITIES: (Percentages of time allocated for job duties will vary)

Assists clients calling and provides consultation consistent with CC philosophy; applying “best practices” at all times and match clients with appropriate resources and referrals; does a complete and accurate problem assessment of clients and makes referrals to services as appropriate (30%)
• Assists clients calling in to access one or more of the resource and referral services and assess the client’s needs
• Give consultation consistent with CC philosophy and policies
• Provide client an overview of available CC services
• Share appropriate resources and referrals with client
• A professional attitude and “best practices” are used at all times
• Accessible to clients during scheduled hours of work (on occasion returning calls after normal business hours)
• Contact client for check-in call (as applicable)
• Provides information on child development and parenting advice
• Mail, Email, Fax relevant high-quality in content materials as needed in a timely fashion

Update customer and provider databases on daily basis and document appropriate information and follow procedures to generate data needed for reports and invoicing (50%)

• Keeps up-to-date, accurate records on all calls according to established protocols and procedures- including client reason for inquiry, services requested and provided
• Maintain accurate data entry of parent services’ participants for classes (as applicable)
• Update child care providers in a timely fashion (contribute work to assist turning over the database a minimum of 1x per year)
• Give input and assistance in finding appropriate resources/materials to serve clients’ needs
• Exhibit knowledge of and work efficiently with data needed to generate appropriate referrals to clients; successful invoicing for services; and monthly reports
• Submit stories, anecdotal quotes, pictures and comments resulting from services rendered such as, R & R referrals, parent education classes to our Marketing & Resource Development departments

Provide parenting classes (as needed) and in accordance with department goals and priorities (10%)

• Prepare and conduct parenting sessions on various child development and parenting topics to meet the audience needs
• Use the Practical Parent Education curriculum and supplement with research/evidenced based curricula and resources in creating parenting sessions and presentations (including handouts of appropriate resources to distribute to class participants
• Follow established procedures and best practices in delivering parent education and family support services

Participate in agency and department staff meetings and other CC community events (10%)

• Participate in agency staff meetings and department meetings
• Prepare (if applicable) and participate in community fairs, parent fairs/conferences, visibility events
- Provide services on-site through outreach projects as needed
- Market and advertise service through participation in community fairs and event
- Participate in professional development opportunities to improve skills
- Prepare (if applicable) and participate in community fairs, parent fairs/conferences, visibility events
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**QUALIFICATIONS:**

**Minimum Education**
- Bachelor’s degree in early childhood education or related field from accredited institution
  (significant related social service experience may substitute for education)
- Successful completion or certification of any evidenced-based parenting education program a plus, but not required

**Minimum Skills and Experience**
- Must be fluent in English and Spanish (ability to read, write and speak)
- Knowledge of child development
- Communicate ideas and information clearly and completely
- Minimum one year experience working in a human services or teaching position
- Dedicated customer service orientation and exchanges with clients and staff
- Demonstrated interviewing, assessment and problem solving skills
- Demonstrate organizational skills and orientation to detail in record keeping, updating, word processing and other areas of responsibility
- Demonstrated knowledge of Microsoft Word, Excel and comfortable using e-mail
- Ability to use internet for research
- Work with diverse client base in an unbiased and just manner
- Ability to perform duties with minimal supervision, high degree of personal initiative and exercise good judgment in evaluating situations that arise
- Flexibility in response and approach to project assignments
- Commitment to working in teams and demonstrate leadership skills
- Maintain expected quality of work while managing multiple tasks, setting priorities
- Willingness to work on periodic evenings and week-ends (with compensatory time off for hours worked), including returning calls in the evening if specifically requested by callers
- Experience in training parents and knowledge of training methods/techniques and adult learning theory preferred
- Own transportation for off-site commitments a must
Equipment and Software Used
- Personal computer usage with particular skills in use of Microsoft Office software (Word, Excel, and PowerPoint) and email/communications/scheduling software (Outlook).
- Telephone, copier, audiovisual equipment, as needed

Working Conditions
- Work is carried out in a controlled, agreeable environment as generally represented by normal office conditions

Contacts
- Require frequent contact by telephone, written communication and in person with individuals inside and outside the organization requiring reasonable tact, discretion, self-expression, and a working knowledge of the organization and its practices and procedures.

Physical Requirements
- Physical exertion includes bending, pushing, standing and walking. Must be able to move or lift approximately 25 pounds (i.e.: overhead projector, campaign supplies, etc.)
- Ability to speak clearly and distinctly
- Good vision and good hearing acuity (with glasses and hearing aids, if necessary)
- Manual dexterity; use of computer keyboard and monitors

Mental and Aptitude Requirements
- Analytical, conceptual, problem-solving and decision-making skills
- Ability to hear and speak

Staff/Volunteer and Community Relationships
- Work cooperatively with CC staff, volunteers, customers and representatives of other organizations; conduct all business in a courteous, professional manner

Other
- Assists in CC fund development and community relations events and activities as requested
- Must be able to work on a flexible schedule, as needed
- Must have reliable transportation
- Must have a valid Texas State Driver’s License

*Employment contingent upon successful completion of a criminal background check*