



**COMMUNITY SERVICE COUNCIL
JOB DESCRIPTION
Security Level 1**

Job Title: Bilingual Child Care Consultant – Non-Exempt

Reports To: Resource and Referral Coordinator

Department: Child Care Resource Center

Purpose Of Position: Responsible for assisting Spanish speaking parents with child care needs and linking them with appropriate resources. Assisting Bilingual/Spanish speaking providers with upkeep of their files/information, and education and training needs. Maintenance of R&R computer database such as reports, follow-ups and updates in files. Market and represent the Child Care Resource Center at Hispanic community functions and gain knowledge and resources for referrals and resources to the community. Meet Hispanic contract obligations through OCCRRA contract. Perform Essential job duties for both English and Spanish.

Essential Job Functions

- Receive calls from parents and employees with child care needs, assist them in determining what resources are needed, provide them with necessary information and make referrals to appropriate resources.
- Work cooperatively with other staff in recruiting providers to participate in CCRC programs.
- Gather information from providers who agree to be listed and update provider line information for computer database on a monthly basis.
- Actively recruit providers and increase public awareness of R&R service in the four service area counties (Tulsa, Creek, Wagoner and Rogers).
- Assist in data collection for annual data report and other reports in a database, as determined by R&R Coordinator.
- Represent CCRC at training sessions, inter-agency meetings, community functions and speaking engagements to increase the community's awareness of family health and child care issues for the Hispanic Community.
- Perform related responsibilities as required or directed.
- Ability to advocate on behalf of Hispanic families, providers, children and the community.
- Assist Hispanic Child Care Programs through Stars Process.
- Provide Technical Assistance to Spanish Speaking programs and teachers.



- Monthly meeting with Hispanic community, providers, parents or community members.
- Represent CCRC at training sessions, community functions and speaking engagements to
- Increase the Hispanic community's awareness of child care issues and to support positive relations with child care providers.
- Perform other duties as assigned

Knowledge/Skill/Ability:

- Bilingual proficiency in English and Spanish both speaking and writing.
- Knowledge of child development, early childhood education, and parenting education.
- Knowledge of the community resources for child care and other human service resources for children.
- Ability to work as a member of the Child Care Resource Center staff team.
- Computer literate and ability to learn WLS database system.
- Ability to conduct need assessments and make effective referrals by using telephone interviewing, active listening and problem solving skills. Ability to efficiently and accurately use a computerized information management system for documenting call information and conducting searches for service information
- Ability to assist callers with basic health practices, concerns and services information.
- Understanding of confidentiality standards and the ability to practice them.
- Knowledge of all programs and services sponsored by the Community Service Council of Greater Tulsa
- Effective interpersonal, oral and written communications skills
- Ability to work with diverse groups to achieve common goals and objectives.
- Ability to work with little direct supervision and to meet deadlines.
- Ability to handle multiple projects and able to tolerate shifts in priorities.
- Computer literate with ability to learn necessary software.

Equivalent Education/Experience

- Bachelor's degree in early childhood education, child development, social service or related field.
- Additional experience in counseling, community organizations, and parenting education preferred.
- Fluency in English and Spanish- required for bilingual position

Special Job Dimensions

- Some job related travel/conference, meetings and regional events.
- Ability to work from a home office.



- Available for flexibility of scheduling to accommodate health fairs, trainings and community events.
- Scheduling flexibility for a program with some evening hours and occasional meetings and special events on weekends.
- Drive a car.
- Some lifting and moving inventory (up to 40 pounds).
- Communicating verbally over the phone and to groups
- Use of a computer