JOB ANNOUNCEMENT

Child Care Resource & Referral Counselor I

Position Overview

BANANAS Inc. is seeking a committed and engaged Child Care Resource & Referral Counselor I with experience supporting parents and assisting child care providers. The successful candidate will need to be flexible, have good time management skills, and be able to handle competing priorities.

About BANANAS Inc.

BANANAS is an Oakland based not-for-profit organization that has supported families in their parenting journey since 1974. We consider ourselves experts in the field of early care and education. Our programs and services support families and early care educators in raising our youngest learners to be happy and confident children. We provide assistance to families to find and pay for quality child care, parenting workshops, affinity support groups, playgroups, and professional development early care and education providers. Our support allows working families to thrive and be confident their children are in quality and nurturing learning environments. It is our vision that all children grow up to succeed in life and that they have all the support and tools they need to be eager and curious learners. BANANAS is a great place to work with colleagues who care about our families, early care educators, and each other.

Key Responsibilities

The Resource & Referral Counselor I provides general assistance to BANANAS clients and resource and referral counseling to parents in their search for child care. The Resource & Referral Counselor I additionally provides technical assistance to child care providers and updates their program profiles in a referral database. This position also processes data entry, runs reports and maintains the referral database. The Resource & Referral Counselor supports the work of the Family Services Team.
Major Duties

Resource Referral Counseling & Outreach Services

- Partner with the Family Services team to manage a busy work environment serving clients to help meet their needs.
- Provide Resource & Referral counseling sessions to parents, assisting in child care search and identification of subsidies.
- Enroll families in related programs that support family strength and stability.
- Represent agency at parent education workshops, community fairs, information sessions and related outreach events.

Referral Database & Provider Support Services

- Provide support to family child care providers and child care centers through database updates and maintenance of program profiles.
- Maintain a referral database and track reports in Excel for quality assurance.
- Conduct outreach to and intake sessions with newly licensed child care providers.
- Enter and process data, run reports and conduct basic data analysis.
- Launch online provider portal update process; develop and conduct outreach plan for provider awareness;
- Provide technical assistance and training to providers on its usage through group trainings and 1:1 support sessions;
- Support the design and production of digital marketing materials and outreach materials for existing and new Family Services projects

Administrative Support

- Assist in the development of a plan for resource and referral outreach materials that engage providers and parents on our core service;
- Assist in the development of team training and onboarding materials and resources for new staff;
• Coordinate program materials audit and update process of R&R parent and child development handouts with BANANAS branding focus.

Secondary Duties and Responsibilities

Other Duties as assigned: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice

Required Qualifications

• Verification of a Covid-19 vaccine is a condition of employment with BANANAS
• Client and customer service experience:
• Ability to build positive relationships with children and families
• Excellent oral and written communication skills
• Computer experience: Microsoft 365, Databases, G-Workplace, Social Media Channels, Basic Graphic Design
• Valid driver’s license, reliable transportation and insurance, some travel is required for this position
• Ability to work some evenings and weekends.
• Bilingual skills preferred (Spanish or Chinese).

Preferred Qualifications

• Experience in the area of child care resource & referral
• Experience with child care subsidy programs (CAPP and CalWORKs)
• Experience speaking in front of groups and presenting workshops that feature content already developed
• Experience using CalWIN County database

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

Physical Requirements

The physical demands described here are representative of those that are required to perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit, talk, or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
How to Apply

To apply for the position, please email all required information to jobs@bananasbunch.org

No phone calls, please.

BANANAS is committed to maintaining a staff that reflects the diverse communities we serve. We are an equal opportunity employer and do not discriminate in hiring, promotions, or any other personnel action on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, economic status, age, veteran status, marital status, parental status, medical condition, and/or mental or physical disability, or any other consideration made unlawful by local, state, and federal laws.