



POSITION ANNOUNCEMENT

Provider Services Coach & Coordinator

Position Overview

BANANAS Inc. is searching for a customer service-oriented, project-driven, team player with a coaching background in QRIS, CSEFEL, CLASS, or Inclusion. Must have experience supporting program management with knowledge of major computer operating/data systems, administrative record-keeping-oriented tasks, including but not limited to the creation of spreadsheets and Google files, and PowerPoint proficiency. The QRIS Coach & Coordinator, in collaboration with the Department Manager, is responsible for managing the MyChildCarePlan (MCCP) resource and referral database, WorkForce Registry database, and inclusion management. Coaching & TA support of a small community of practice will be required.

About BANANAS Inc.

BANANAS is a nonprofit organization that supports families, children and early care and education providers. Our programs help families connect with all types of child care options from family child care home-based settings, preschool centers, family, friend, neighbor caregivers and nannies so they can work or continue their education. Providers are supported with technical assistance and professional development. We are experts in the field of early care and education and our wide variety of services support families and child care providers in raising early learners. We offer workshops, playgroups, coaching, and support groups for parents and caregivers. Low-income families are supported with financial assistance so they can access quality child care. BANANAS is a great place to work with colleagues who care about their clients, our youngest learners and each other.

Primary Responsibilities

Quality Improvement Coach (50%)

- Facilitate a small community of practice
- Provide support to parents and providers who have inclusion needs
- Remain current with regional center updates, complete QIPs, and Support Developmental Plans
- Work in partnership with the R&R Team & Help Me Grow
- Attend and facilitate training for adult learners
- Attending IEEP meetings and representing BANANAS
- Partner with the BANANAS Quality Improvement Coach

Provider Services Coordinator (50%)

- Provide Technical Assistants to providers to update their profiles on My Child Care Plan
- Facilitate Workshops to support providers' use of My Child Care Plan
- Support child care providers & track their professional development on Workforce Registry
- Partner with all members of the professional development team
- Utilize and update pertinent provider data for reporting purposes
- Maintain records and improve systems accordingly
- Support the Family Resources and Provider Services teams with
 - Hosting Workshops
 - Distributions
 - Community Events
 - Parent & Provider TA Support

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.

Qualifications

Required Qualifications

- Experience in the area of technology and computer operating systems
- Hosting and Zoom mastery
- Supporting adult learning
- Child care
- Client service experience
- Excellent oral and written communication skills

- Experience using databases
- Adherence to tight deadlines
- Strong organizational skills and ability to develop organized structures.
- Computer experience: Microsoft 365 and Google Workspace (formerly Google Suite)
- Flexible and willing to work some nights and weekends

Preferred Qualifications

- Experience in coaching childcare professionals
- Knowledge of the Quality Rating Improvement System
- Experience facilitating and/or coaching on CSEFEL Framework
- Knowledge of Trauma-Informed Practices
- Experience with the Strengthening Families framework
- Associate's degree
- 3+ years working in the non-profit sector
- 3+ years working for a social service agency

Physical Requirements

While performing the duties of this job, the employee is regularly required to sit, talk, and hear. The role frequently involves the use of hands to type, handle, or feel, and occasionally requires reaching with hands and arms. Specific vision abilities required include close vision, color vision, depth perception, and the ability to adjust focus.

The position is primarily sedentary, though some standing, walking, and filing may be required. The employee may occasionally need to lift or move office supplies and materials up to 10 pounds.

Salary

\$35.22 - \$36.59 (DOE) - This is a non-exempt (hourly) position

Schedule

BANANAS has a 37.5-hour work week (7.5 hours/day) Monday through Friday. The incumbent for this position must have the flexibility to work certain nights and weekends, as needed.

Infectious Disease Control Considerations

Staff are required to complete daily temperature checks. Face-covering is optional. BANANAS reserves the right to change or update the conditions of employment requirements for vaccinations and masking mandates to comply with guidance and regulations set forth by the State and/or Federal government of the United States.

How to Apply

To apply for the position, please email all required information to hr@bananasbunch.org. **No phone calls, please.**

BANANAS is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), race, ethnicity, religious creed, color, natural hairstyles, national origin, ancestry, physical disability, mental disability, medical condition (including genetic characteristics), genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, reproductive health decision-making or related medical conditions), gender, gender identity, gender expression (including transgender), sexual orientation, military or veteran status, citizenship status, or any other status protected by federal, state, or local laws. BANANAS is committed to fostering a diverse, equitable, and inclusive workplace where all employees feel valued, respected, and empowered to bring their whole selves to work. We believe that diversity in all its forms enriches our team, drives innovation, and helps us better serve our community. We are committed to complying with all federal, state, and local laws providing equal employment opportunities and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age (40 and older), race, ethnicity, religious creed, color, natural hairstyles, national origin, ancestry, physical disability, mental disability, medical condition (including genetic characteristics), genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, reproductive health decision-making or related medical conditions), gender, gender identity, gender expression (including transgender), sexual orientation, military or veteran status, citizenship status, or any other status protected by federal, state, or local laws.

We actively seek to recruit, hire, and retain individuals from diverse backgrounds and perspectives, and we strive to create a workplace where everyone has an equal opportunity to thrive.