



POSITION ANNOUNCEMENT

Resource and Referral Counselor (Mandarin or Cantonese Fluency)

Position Overview

This position will be a part of the resource and referral counseling team that provides support to parents searching for child care. The Resource & Referral Counselor will maintain the agency's referral database, processing updates and running reports, and must have database experience. The successful candidate will need to have excellent customer service and time management skills, be bilingual, flexible, and work both independently and as a member of the team.

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

Primary Duties & Responsibilities

Reporting to the Family Resource Manager, the Resource & Referral Counselor will be an integral member of the Family Resource team. The Resource & Referral Counselor will have responsibilities in counseling parents in their search for care and fulfilling referral shifts. This position will also maintain the referral database as needed, conduct referral sessions with parents, assist with monthly diaper distribution and assist with Parent Cafe hosting/ facilitating as needed.

- **Resource Referral Counseling, Program Support & Outreach Services**
- Partner with the Family Resource team to manage a busy work-environment welcoming clients to help identify their needs.
- Provide child care referrals to parents, screen for child care subsidies and other payment programs and refer to various community options.
- Enroll families in related programs that support family strength and stability.
- Represent agency at community fairs, information sessions and related outreach events.
- Deliver parent education workshops on requested topics in the community, as assigned.
- Assist in planning and implementing special events, activities, and provider training and workshops for the Family Resource Department. Including but not limited to assisting with Diaper Distribution, Family Resource Fairs, etc.

Referral Database & Provider Support Services

- Send monthly Parent Surveys for parent follow up on referrals received.
- Assist with provider updates as needed.

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

- Client and customer service experience.
- Excellent oral and written communication skills.

- Computer experience: Microsoft Word, Excel, Outlook, database entry, G-Suite.
- Oral and written fluency in Mandarin or Cantonese

Preferred Qualifications

- Experience in the area of child care resource & referral
- Experience with child care subsidy programs (CAPP and CalWORKs)
- Experience using CalWIN County database

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

\$29.37 - \$30.59 (DOE) - This is a non-exempt (hourly) position

Schedule

BANANAS has a 37.5-hour work week (Mon - Fri - 7.5 hours/day). The incumbent for this position must have the flexibility to work certain nights and/or weekends as needed. Flexibility and adaptability are essential for success in this role.

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.

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.