



POSITION ANNOUNCEMENT

Resource & Referral Counselor

Position Overview

The Resource & Referral Counselor provides general assistance to BANANAS clients, including support to parents & caregivers in their search of child care assistance. The R&R Counselor works one-on-one with families to assess child care needs and provide guidance. In addition, this role connects families with community resources and partner organizations, including food banks, social services, clothing banks, and other support services.

About BANANAS Inc.

BANANAS is a nonprofit organization that supports families, children, and early care education providers. Our programs help families connect with a variety of child care options, including family child care homes, preschool centers, family, friend, and neighbor (FFN) caregivers, and nannies. 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.

Resource Referral Counseling, Program Support & Outreach Services

- Collaborate with members of the Family Resource Team to manage a fast-paced work environment, welcome clients, and assess their needs.
- Provide child care referrals to parents and caregivers, screen families for child care subsidies and other financial assistance programs, and connect them with appropriate community resources.
- Enroll families in related programs that support family strength and stability.

- Assist with coordinating and distributing the agency's monthly diaper program.
- Represent the agency at community fairs, resource events, information sessions, and other outreach activities.
- Perform monthly maintenance of the BANANAS Eligibility List by contacting families, updating application information, and ensuring electronic applications (E-Apps) are completed accurately and successfully.
- Facilitate workshops and participate in community outreach events as needed.

Referral Database & Provider Support Services

- Distribute monthly parent surveys to families and caregivers to follow up on child care referrals and gather feedback on services received.
- Prepare and submit a monthly tally of referrals, client interactions, and services provided to support agency reporting requirements.
- Prepare and submit the quarterly CD2504 Report to the Family Resource Manager in a timely and accurate manner.
- Develop and maintain current knowledge of licensed child care providers, subsidy programs, and community resources.

Administrative Support

- Assist in the development of a plan for resource and referral outreach materials that engage providers and parents in our core services.
- 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

- This job description is not intended to be an exhaustive list of duties. Responsibilities may change at any time, with or without notice.

Role Scope

This position is responsible for performing assigned duties in support of BANANAS' programs and operations. This role does not include supervisory responsibility over staff.

Employees are expected to follow established procedures, collaborate with team members, and escalate issues as appropriate.

Required Education and Experience

- High school diploma or equivalent required; Associate's or bachelor's degree in Human Services, Early Childhood Education, Social Work, or a related field preferred.
- Experience providing excellent customer service and working directly with clients in a professional setting.
- Strong oral and written communication skills, with the ability to communicate effectively with individuals from diverse backgrounds.
- Proficiency in Microsoft Office Suite, including Word, Excel, and Outlook, as well as Google Workspace (Gmail, Docs, Sheets, and Drive).
- Experience with database management and accurate data entry.
- Strong organizational, time management, and multitasking skills with the ability to manage competing priorities.
- Ability to work independently and collaboratively as part of a team.

Preferred Qualifications

- Written and verbal fluency in Mandarin and/or Cantonese preferred.
- Experience working in a Child Care Resource & Referral (R&R) program.
- Knowledge of California child care subsidy programs, including the California Alternative Payment Program (CAPP) and CalWORKs Child Care.
- Familiarity with community resources and family support services available to children and families.
- Experience facilitating parent education workshops, support groups, or community outreach events.
- Experience working with diverse populations and providing culturally responsive, family-centered services.

Salary

\$29.38 - \$30.60 per hour (DOE) - This is a non-exempt (hourly) position.

Schedule

BANANAS has a 37.5-hour work week (Mon-Fri - 7.5 hours/day). This position requires working onsite five days a week.

Flexibility and Travel Requirements

This position may be assigned to work at different locations to support program needs, coverage requirements, and operational priorities. Employees are expected to demonstrate flexibility in work assignments and locations.

Travel between BANANAS' locations during the workday will be considered compensable hours worked for non-exempt staff, and business mileage and approved work-related expenses will be reimbursed in accordance with California Labor Code Section 2802 and BANANAS' policy.

Infectious Disease Control Considerations

Staff are required to complete daily temperature checks. Face coverings are 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, please email all required information to hr@bananasbunch.org. **No phone calls, please.**

BANANAS, Inc. does not accept unsolicited resumes or candidate submissions from third-party recruiters, staffing agencies, or employment agencies. **Only resumes submitted directly through Indeed will be reviewed and considered for this position.**

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. We intend 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.