



Child Development Care Coordinator - Help Me Grow

Job description

2-1-1 Orange County is a non-profit agency, serving as the comprehensive information and referral system for the county. Help Me Grow connects children and families with questions, issues or concerns about development, behavior or learning to programs and services in Orange County. 2-1-1 Orange County (211OC) and Help Me Grow have partnered to support in the provision of the telephone intake, referrals and care coordination specific to Help Me Grow.

We currently have an opening at 211OC for a *Bi-Lingual (English/Spanish)* **Child Development Care Coordinator**, working under the direction of the Call Center Manager. The **Child Development Care Coordinator (CDCC)** contributes to the mission of Help Me Grow by linking families and children to existing resources in the community. Using a telephone intake process and a resource database, the CDCC triages calls and makes referrals to a variety of programs providing developmental and behavioral services in Orange County. The individual in this position will provide administrative support to the CDCCs, including resource inventory updates and additions, online entry review and reporting. Additionally, this individual will work closely with the Help Me Grow Community Liaisons and participate in other activities related to Help Me Grow and 2-1-1 Orange County. This is a full-time, 40 hour/week, non-exempt position, working typically Monday through Thursday, 8:30am-5:00pm and Fridays 8:00am-4:30pm. It is a \$20.00/hour position, with some flexibility in scheduling required.

The ideal candidate will possess the following:

Experiential Requirements/Education:

- BA degree in special education, early childhood education, child development, human services, social service, or related field required.
- Knowledge of childhood development, birth to 9 years of age[RH3]
- Verbal and written fluency in both English and Spanish, required.
- Minimum 1 year required of work experience with families involving young children (0 to 9 yrs.), with development, behavior or learning concerns.

Primary Job Duties:

- Responding to In-Bound calls and online **portal** entries from parents, caregivers, providers, and professionals.



- Ability to evaluate caller needs utilizing resource database.
- Data collection support utilizing our client tracking system (STAR).
- Accurately documenting care coordination activities.
- Timely follow up with all stakeholders to ensure connection to service.
- Participation in weekly & monthly meetings for case conference, trainings, outreach functions and staff.
- Support in the processing of completed developmental screenings.
- Ability to analytically identify services gaps and barriers.
- Other duties as assigned

Soft Skills:

- Active listening and assessment skills
- Excellent customer service skills
- Computer competency with basic ability to troubleshoot technological failures
- Keyboarding skills a must [RH4]
- Independent decision-making skills utilizing processes, systems and resources
- Professional communication skills (verbal and written)
- Possess skills in proper telephone etiquette
- Ability to maintain a calm and sensitive demeanor
- Ability to be part of a team, working internally and externally in support of 211OC's mission

2-1-1 Orange County is an Equal Opportunity Employer

Job Type: Full-time

Pay: \$20.00 per hour

COVID-19 considerations: Initial training will occur remotely due to Covid 19, with onsite training as needed. We are continuing to work remotely and will make a determination at a later time with ample notice to all employees of any worksite location changes.