



Job Description

Job Title: Community Outreach and Resource Specialist
Department: Child Care Resource and Referral
Reports To: Program Director
FLSA Status: Non-exempt
OSHA Category: Category 3

Summary: Identifies and connects families to resources, collaborates with other agencies, creates awareness of child care services and resources available through the Child Care Resource and Referral Program, educates families and the community about quality child care and provides linkage between MountainHeart CCR&R and other early childhood entities and programs. Coordinates and represents MountainHeart CCR&R at community events. Works with web site administrator. Coordinates public relations and marketing.

Essential Duties and Responsibilities:

- Coordinates all efforts to create awareness through public relations of the Child Care Resource and Referral program and services.
- Coordinates with office Supervisor, staff participation of community and early childhood events and displays.
- Coordinates and represents MountainHeart CCR&R at community events, such as but not limited to: baby showers, informational displays, kiddie fairs, colleges, high schools and local, regional and state early childhood events.
- Coordinate special early childhood events such as, but not limited to: Week of the Young Child, Provider Appreciation, Child Abuse Prevention month, Read Across America.
- Creates awareness of Child Care Resource and Referral services, resources and training through a variety of media forms.
- Identifies and connects families to resources.
- Provides linkages and develops partnerships with other early childhood entities and agencies.
- Performs a range of clerical and administrative support functions for the Management staff and the Professional Development Team with clerical and support duties as assigned.
- Provides excellent customer service in a professional manner.
- Develops an annual public relations plan. Uses current marketing techniques to educate the community and early childhood partners on quality childcare.
- Utilizes and adds to the current CCR&R Resource Directory on site, offers resource linkages and referrals to customers.
- Assists with website review and addition of content.

Mission Statement: "Working together with individuals, families, and communities to provide resources for a better life"

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- Prepare correspondence, brochures, reports and other documents.
- Assists in the ordering and purchasing process as assigned.
- Maintain a calendar of current and future events.
- Attend required trainings, webinars and meetings.
- Perform other duties as assigned to enhance, improve, and accomplish the agency's mission and strategic goals.
- Maintain confidentiality.
- Collaborate with agency colleagues to reach agency goals and objectives.
- Participate in agency committees as needed.

Supervisory Responsibilities:

This position does not have supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in a timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.
- Empathy – Values the feelings of others to ensure pleasant workplace relationships and customer satisfaction.
- Teamwork – Go above and beyond your essential task and collaborate with colleagues to achieve agency goals and results.

Core Values

To perform this job successfully, you must adhere to the agencies core values:

- | | |
|----------------------|-----------------|
| • Empathy/Compassion | • Inclusiveness |
| • Teamwork | • Considerate |
| • Equality | • Innovation |
| • Respect | • Ethics |

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of the knowledge, skill, and/or ability required. Computer skills including knowledge of Microsoft Word and Excel.

Excellent telephone skills. Ability to operate and maintain office equipment. Knowledge of resources available within the twelve-county service delivery area.

Education and/or Experience:

High school diploma required. Associate of arts or business degree preferred.

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Must have valid West Virginia driver's license; clear criminal background and APS/CPS check must be bondable.

Language Skills:

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from, clients, customers, and the public.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand. The employee is frequently required to sit, reach, hear and talk. The employee may occasionally lift and/or move up to 25 pounds.

Work Environment:

The noise level in the work environment is usually quiet with the inside temperature in offices kept at a comfortable level of 70 degrees.

Employee Signature

Date

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