



Parent Services Specialist

Job Description

(Grade 13)

Department: Iowa Child Care Resource and Referral

Supervisor's Title: Parent Services Program Manager

1. General Purpose of the Job: Provide child care referral services to families. Provide resources and education about child care to parents, providers, and community members that support early care and education.
2. Minimum Level of Education/Experience Required: Bachelor's degree in Family Services, Early Childhood, Communication or closely related field. Requires familiarity with common microcomputer applications to include database programs, spreadsheets, and word processing.
3. License or Certificate Required:
 - A. Valid Iowa or Illinois driver's license
 - B. Proof of current automobile insurance
4. Primary Duties and Responsibilities:
 - A. Promote all Child Care Resource and Referral services, including ChildNet certification, QRS participation, PITC and other quality initiatives
 - B. Utilize KinderTrack, NACCRRAware and other reporting tools to support data collection and complete required reports
 - C. Complete 2 hours of training on child abuse within 30 days of hire and every 5 years thereafter
 - D. Assess the child care needs of the parent/family through an interview process
 - E. Provide parent referral services that are accessible and meet the needs of families
 - F. Ensure parents are made aware of different types of providers available for referral and encourage them to select regulated care
 - G. Maintain accurate documentation related to referrals and assist with reports as requested
 - H. Explain to parents that they will be given a referral and not a recommendation for child care providers
 - I. Use a Parent Referral Follow-Up form to conduct follow-up surveys of all parents who requested referrals
 - J. Assist with monthly data checks, provider updates and maintaining NACCRRAware data base
 - K. Provider presentations to parent and community organizations related to CCR&R and child care issues
 - L. Contribute to the statewide website
 - M. Create and/or order materials as needed
 - N. Participate, as requested, in statewide meetings

5. Physical Demands:

A. Approximate amount of on-the-job work time spent in the following activities:

	Rarely or Never	Up to 1/3	1/3 to 2/3	2/3 and More
Stand			X	
Walk			X	
Sit				X
Use hands to finger, handle, or touch				X
Reach above shoulders	X			
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk or hear				X
Taste or smell	X			
Use foot/feet to operate machinery	X			

B. Approximate amount of force to be exerted or weight lifted:

	Rarely or Never	Up to 1/3	1/3 to 2/3	2/3 and More
Up to 10 Pounds			X	
Up to 25 Pounds		X		
Up to 50 Pounds	X			
Up to 100 Pounds	X			
More than 100 Pounds	X			

Describe the specific job duties that require the physical demands selected above:

Filing, computer usage, phone usage, travel within assigned area

6. Tools/Equipment Used:

	Rarely or Never	Up to 1/3	1/3 to 2/3	2/3 and More
Office Equipment				X
Computer				X
Motor Vehicle Operation		X		

7. Work Environment:

A. Approximate amount of exposure to the following environmental conditions:

	Rarely or Never	Up to 1/3	1/3 to 2/3	2/3 and More
Wet/humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Risk of electrical shock	X			
Vibration	X			
Work/job related travel		X		

B. Amount of noise typical for the work environment for this job: Moderate levels of noise, typical to office environment and outside travel.

C. Describe the specific job duties that are affected by the environmental conditions selected above: Travel within assigned area and to periodic state meetings.

8. Protective Clothing/Equipment Required:

Not applicable

9. Supervisory Responsibilities: None

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date

Job Description Last Reviewed: 2/25/19 By: BW