

211info Position Summary

TITLE Parent Educator	REPORTS TO Child Care Program Manager
STATUS Exempt	HOURS PER WEEK: 30 or more X Non-Exempt

MISSION: Our central hub empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need.

CORE FUNCTION: 211info helps families facilitate connections with child care providers, early childhood programs and social service programs that can offer needed supports for participants. The Parent Educator handles phone calls, texts and emails related to child care, health, development, behavior and learning of children by providing information and education on these topics, making referrals to services, and conducting follow-up and advocacy.

CORE ACCOUNTABILITIES:

85%	Work directly with clients: Respond to phone calls, texts and other communications related to young children, listening to customers from all ethnic and socio-economic backgrounds and clarifying their needs. Provide information and education on topics related to children's health, development, behavior or learning to customers in easily accessible formats, both verbally and through mailed or emailed information packets. Refer customers to parenting and early childhood services as well as other social service supports such as nutrition programs, financial assistance and employment services. Conduct advocacy, follow-up and continued support to customers to ensure that assistance is ongoing and effective.
10%	Participate in Early Childhood team: Coordinate activities and client needs with other Early Childhood staff to ensure resource needs are met. Participate in collecting data and anecdotes for required reports on customer data, referrals, trends, follow-ups and unmet needs.
5%	Training, meetings and special projects: Participate in trainings, staff meetings and scheduled discussions designed to improve internal and external customer service and agency operations. Make recommendations about database improvements. Participate in other projects as assigned.

CORE COMPETENCIES:

Forward Thinking: Anticipate opportunities, explore options and engage in creative problem-solving to prepare 211info for expansion into new markets.

Critical Thinking: Collect and evaluate client and referral data to identify improvements in service delivery and expansion. Sales and service mentality. Focus on technology and data aggregation.

Planning and Organizing: Organize work effectively to reflect 211info's priorities and ensure timely execution.

Flexibility: React and adjust positively to change.

Cultural Competency: Work effectively with diverse staff and partners; use communication tools and training methods that are tailored for people with different learning styles, ages, educational levels and socioeconomic backgrounds.

Promote Shared Values: Build internal support for 211info values and represent the agency positively in public.

Develop Others: Provide guidance and feedback to improve others' performance and capability.

QUALIFICATIONS:

Bachelor's degree preferred; experience working with children and families may substitute for a degree.

Bilingual (Spanish/English, Russian/English) encouraged to apply.

Minimum two years of experience working with families or young children.

Interpersonal skills for working with family-related networks.

Deep knowledge related to child development, child care and family supports.

Analytical skills to identify practical solutions to barriers and service gaps that prevent families from receiving the assistance they need.

Demonstrated ability to meet deadlines as a competent team player in a fast-paced working environment. Handle multiple projects simultaneously, take initiative, and work independently and collaboratively.

Strong written and verbal communication skills and organizational skills.

Ability to use standard business application software programs.

AGREEMENT: Upon acceptance of employment, employee and supervisor's signatures confirm that this job description has been reviewed and is understood to define the scope of work to be completed. I understand that this in no way constitutes an exhaustive list of my job duties, and that essential job functions/results may be subject to change at any time. The work schedule and program procedures are subject to change at any time. Continued employment after any change shall constitute acceptance by the employee.

Employee (print name):

Employee signature:

Date:

Supervisor:

Date:

EQUAL EMPLOYMENT: 211info provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or veteran status. 211info expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.