



Job Description

Job Title: Data & Referral Specialist

Reports To: Assistant Director

Department: Core

Summary: This position is primarily responsible for implementing the Data Tracking Program (DTP) and data practices including, but not limited to; entry, tracking, and reporting as well as the first point of contact for all customer interactions regarding the Referral database (i.e. parent referrals, provider updates, follow-ups).

Essential Duties and Responsibilities:

1. Work in partnership with Core team to carry out work in all phases of the Core programs including but not limited to (85%):
 - a. Complete parent referrals, provider updates and follow-ups meeting percentage requirements set forth by IDHS and CCCC.
 - b. Mail and e-mail monthly follow-ups for referrals.
 - c. Create and implement quarterly follow up and update schedules/assignments.
 - d. Recommend and implement policies and procedures regarding all aspects of referral database.
 - e. Generate data reports for funding entities and other third parties, including creating custom reports as needed. Report emerging trends apparent from data.
 - f. Assist in data entry required of Core department as assigned.
 - g. Support CCCC with data projects as assigned.
 - h. Ensure that all DCFS licensing and rate certification information is updated on a monthly basis.
 - i. Review and evaluate data to ensure quality and integrity. Complete data checking procedures as needed.
 - j. Generate and ensure accuracy of the County Census information
 - k. Attend INCCRRA statewide meetings as appropriate and represents the Agency at other meetings as requested.
 - l. Offer overall support to the Core team members and agency as needed and as assigned.
2. Facilitate trainings periodically as assigned. (5%)
3. Maintain required job knowledge, skills and core professional competencies by attending and participating in required staff meetings, trainings, workshops and other community events to increase public awareness of, and help in the delivery of, CCCC programs and services among parents, providers and others. (5%)
4. Perform other duties as assigned. (5%)

Performance Measures:

1. Inquiries are handled accurately and within two business days, with courtesy and respect shown to all callers and in-person visits.
2. Deliverables are met as set in place by the Illinois Department of Human Services guidelines
3. Goals of assigned programs are achieved within designated timeframes; creative solutions and ideas are sought to achieve these goals.
4. Employee is familiar with, and able to apply correctly, current state and agency policies regarding Referrals, Follow-Ups, Program Updates.
5. Parent and Provider data is entered with a high degree of accuracy within established timeframes.
6. Employee understands and demonstrates a high level of professionalism. This includes respecting the confidentiality of agency clients/providers, emphasizing quality customer service, maintaining knowledge of early child and care programs, and all information pertaining to Community Child Care Connection, Inc.
7. Fifteen (15) hours of continuous education achieved.

Supervisory Responsibilities: None

Qualifications: To perform this job successfully, an individual must be able to perform each of the essential duties outlined satisfactorily and be able to occasionally travel as business necessitates. The requirements listed are representative of the knowledge, skills and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Individuals must be able to travel overnight as business necessitates, work evenings and weekends, and hold a valid Illinois Driver's License or have the ability to travel as assigned.

Education and Experience: Associates Degree from and accredited college or university, with a minimum of two (2) years-experience in an ECE field; OR Associates Degree from an accredited college or university in one of the following related fields (ECE, Childhood Development, Child Psychology/ Behavioral Sciences, Family Consumer Sciences, Social Work, Elementary Education, Child Welfare, Family Services). One (1) year experience in tools used for data analysis (e.g., Excel) and implementing new software is preferred.

Language/Communication Skills: Within a 90 day probation period, staff must demonstrate the ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals is required. Ability to affectively present information and respond to questions from diverse groups of constituents, early child care professionals, parents, clients, and the general public is required.

Mathematical Skills: Ability to perform basic addition, subtraction, multiplication and division.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions.

Certificates, Licenses, Registrations: Must become a member of the Gateways to Opportunity Registry upon hire and renew membership yearly to remain in compliance with IDHS contract.

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 sit, use hands and fingers, handle or feel, reach with hands and arms, and talk and hear. The employee frequently is required to stand and walk. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment: The work environment characteristics describe here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Office environment with moderate temperature and noise levels.