



## **Job Description**

**Job Title:** Provider Services Specialist  
**Reports To:** Assistant Director  
**Department:** CORE

**Summary:** This position is primarily responsible for recruiting and connecting potential and current early childhood care and education workforce members with appropriate professional development opportunities, Early Childhood Education (ECE) programs at 2- and 4-year institutions to obtain additional degrees, licenses, and credentials and to connect them with the best ECE pathway.

## **Essential Duties and Responsibilities:** (80%)

- a. Work with child care programs, homes, and centers within the SDA to understand staffing challenges and needs.
- b. Conduct regular outreach, recruitment, and follow up activities to current workforce members and those potential workforce members to understand their interest in obtaining additional degrees, credentials, and licenses and discuss professional development and higher education opportunities. This includes but is not limited to the following:
  - i. Plan and facilitate regional information sessions (virtual and/or in person) to be held at a minimum of two sessions per quarter.
  - ii. Conduct periodic surveys of workforce members
  - iii. Maintain lists of potential and interested workforce members
- c. Discuss with potential and current members of the workforce their career and professional goals in the field of ECE.
- d. Support potential and current members of the workforce with available funding and professional development opportunities in the state.
- e. Ongoing, work with ECE department/faculty at higher education institutions to understand the programs they offer and learn which programs are best suited to specific student needs. On a quarterly basis, meet with, at a minimum, four partners at the higher education institutions. Meetings should include but are not limited to the following: identify program changes, opportunities, potential scholarships, etc.
- f. Provide Technical Assistance Supports for Individuals seeking a Child Development Associate.
- g. Work with INCCRRA Professional Development Advisors to analyze transcripts and training records of workforce members and provide counseling on appropriate pathways in the early childhood field and connection to specific programs.
- h. Participate in required Training Programs

## **General Duties:** (20%)

1. Maintain required job knowledge, skills and core professional competencies by attending and participating in required educational programs, 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.
2. Achieve a minimum of fifteen (15) hours of continued education each year relevant to the position.
3. Assist in the completion of referral, updates and referral follow ups, as needed.
4. Enter and maintain accurate data in appropriate databases, as needed.
5. Facilitate and participate in team-oriented work environment while valuing individual team members' contributions, appreciation for diversity and confidentiality of standards of the agency.
6. Facilitate trainings periodically as assigned.
7. Perform other duties as assigned.

## **Performance Measures:**

1. Inquiries are handled promptly and accurately, 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 and goals of assigned programs are achieved within designated timeframes; creative solutions and ideas are sought to achieve these goals.
3. Data is entered with a high degree of accuracy within established timeframes, into appropriate databases.
4. Program is highly (well) regarded in the community and by our clients (parents) and providers.
5. Proactively seeks out information about social service agencies and other community partners and is able to relay this information to parents, providers, and other agency customers.
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 essential duty satisfactorily and hold a valid Illinois Driver's License and be able to travel as assigned as well as be able to occasionally travel overnight as business necessitates. Flexibility to adjust schedule to work nights and weekends is occasionally required. The requirements listed are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and EXPERIENCE:** All new employees are required to possess a bachelor's degree from an accredited college or university and have two (2) years of experience in early childhood care and education, counseling/social work, or family support.

**LANGUAGE/COMMUNICATION SKILLS:** Ability to problem solve and navigate complexities of large institutions of higher education. Ability to foster the required relationships with a variety of different student populations as well as community college, university, and child care community. Ability to effectively present information and respond to questions from clients, providers, agency staff, and the general public with consistency and integrity via telephone conversations, in-person visits, and email. Ability to compose professional business correspondence and complete agency and programmatic documents. Ability to accurately, and grammatically, supply written documentation for data entry and reporting, and address groups of 25+ at the local level.

**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:** None. However, 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 or 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 ability to adjust focus.

**WORK ENVIRONMENT:** The work environment characteristics described 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. Position may offer and/or mandate remote work at times. Must have a reliable internet connection at home and familiarity with digital platforms.