



## **Job Description**

**Job Title:** CCAP Health & Safety Coach  
**Reports To:** CCAP Coordinator  
**Department:** Child Care Assistance Program

**Summary:** This position is responsible for scheduling and conducting on-site visits to identified License Exempt (LE) child care providers who receive payment through the IDHS Child Care Assistance Program (CCAP).

## **Essential Duties and Responsibilities:** (85%)

1. Obtain and maintain a current listing of LE Child Care Providers approved to receive CCAP payments.
2. Schedule and conduct on-site visits with approved LE CCAP Providers during their operating hours to review and confirm that required training has been completed and that health & safety practices are being implemented.
  - a. Identifies health and safety violations in the child care environment.
  - b. Provide basic technical assistance to child care providers on issues related to Health and Safety Standards.
  - c. Use computer, software, and electronic communication to complete and submit reports.
  - d. Report abuse/neglect in license-exempt and illegal child care operations.
  - e. Refers complaints regarding health and safety violations to IDHS.
3. Complete monitoring reports, maintain files, and enter data in the format and timeframe specified by IDHS.
4. Work with the license-exempt community to enhance the quality of care being provided in the child care setting.

## **General Duties:** (15%)

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. 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. 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.
3. Minimum of one (1) on-site visit to all approved LE CCAP Providers conducted prior to the end of fiscal year.
4. All files and reports for assigned caseload is kept up-to-date and maintained in appropriate database within designated timeframe.
5. Complaints from assigned caseload are at a minimum and are promptly addressed.
6. Employee is familiar with, and able to apply correctly, current state policies and agency/department guidelines regarding the Child Care Assistance Program, and LE Provider Health & Safety Standards.
7. 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 Connection Point.
8. Fifteen (15) hours of continuous education achieved yearly.

**SUPERVISORY RESPONSIBILITIES:** None.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and be able to travel within Service Delivery Area daily. Reliable transportation, as well as proof of valid driver's license and insurance is required. Nighttime and weekend hours may be 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:** Must have at least an Associate Degree from an accredited college or university, or equivalent education and/or experience in social work, customer service, data entry, or related field. Equivalent defined as college credits and/or work hours equal to two (2) full years of education and/or full time work. Individual must successfully complete the required training for this position within three (3) months of hire, including, but not limited to: Field Safety Training, ECE Level 1 Credential, IDCFS Child Abuse & Neglect Mandated Reporter, What is CCAP?, Shaken Baby Syndrome, Sudden Infant Death Syndrome, and any internal Agency training.

**LANGUAGE/COMMUNICATION SKILLS:** Basic communication skills, both verbal and written, are required.

**TECHNICAL/MATHEMATICAL SKILLS:** Basic computer skills required. Ability to perform basic addition, subtraction, multiplication and division.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts, and draw valid conclusions.

**BACKGROUND CHECKS, LICENSES, and REGISTRATIONS:** Must be able to clear a comprehensive background check including: child abuse and neglect (CANTS), Sex Offender Registry (SOR), and Criminal Background via fingerprint check. Must present proof of valid driver's license and insurance (driving abstract from the Secretary of State required upon hire). 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 (steps) 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 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. Work will also be performed in license-exempt family child care homes, and license-exempt centers. Position may offer and/or mandate remote work at times. Must have a reliable internet connection at home and familiarity with digital platforms.