



## Job Description

### Child Development Care Coordinator

Help Me Grow connects children and families with questions, issues or concerns about development, behavior or learning to existing resources in Orange County. 2-1-1 Orange County and Help Me Grow have partnered to support in the provision of the telephone triage and referrals and care coordination specific to the Help Me Grow program.

**Position:** The Child Development Care Coordinator (CDCC) contributes to the goals of the Help Me Grow program by linking families and children to existing resources in the community. Using a telephone screening process and a resource database, the CDCC triages calls and makes referrals to a variety of programs providing developmental and behavioral services in Orange County. She/he handles telephone calls, enters data, searches the resource database, conducts follow-up calls, and care coordination, consults with Help Me Grow Community Liaisons and participates in other activities related to Help Me Grow and 2-1-1 Orange County.

**Hourly Pay Scale:** \$18.26 plus competitive benefit package

**Benefits:** Medical, dental, vision and life insurance, vacation, paid holidays, sick leave.

**Status:** Non-exempt, 30 hours per week

**Reports to:** Manager, 2-1-1 Orange County

**Program Oversight:** Executive Director, 2-1-1 Orange County and Manager, Help Me Grow

**Supervises:** None

**Work Schedule:** 6 hours per day, typically 9:00 am–3:30 pm Monday–Thursday, and 10:00 am–4:30 pm on Friday, however hours may vary.

**Department Code:** 200

#### **QUALIFICATIONS**

##### **Education/Experience/Skills:**

- BA degree in special education, early childhood education, child development, human services, social service, or related field plus one year experience **required**
- Bilingual in Spanish and English **required**
- Work experience involving young children **required**, preferably young children with special needs

##### **Other Skills:**

- Computer skills required
- Proper telephone etiquette a must
- Independent decision making ability
- Ability to maintain a calm and sensitive demeanor
- Active listening and assessment skills
- Critical thinking with solution focused approach
- Reading comprehension and analytical skills
- Ability to work independently as well as part of a team
- Must have a valid Class C California Drivers License and access to personal vehicle for use during working hours

**Job Description**

**Child Development Care Coordinator**

**Primary Duties:**

- Respond to calls from parents, caregivers, providers and professionals pertaining to development, behavior or learning for children
- Evaluate caller needs and utilize resource database, to identify appropriate referrals
- Collaborate with Child Development Community Liaisons to identify appropriate referrals and services
- Confirm service/resource is available prior to giving referrals by following protocol
- Participate in the identification of service gaps and barriers
- Assign cases to colleagues as appropriate by following protocols
- Assist with maintaining developmental services database
- Collect data in specialized software which may include but is not limited to verbal consents, parental and child information, care coordination activities, case closure and letters
- Conduct follow-up calls and send letters per protocols
- Participate in weekly case conference and monthly team meetings to ensure program fidelity
- Flex hours as needed to assist with phone line and to attend designated trainings and staff meetings as scheduled

**Secondary Duties:**

- Provide support on projects as needed such as research, filing, copying, etc.
- Attend outreach functions related to Help Me Grow as assigned and agreed upon by 2-1-1 Manager and Help Me Grow Manager
- Provide information and referral services support to the 2-1-1 Call Center if necessary due to emergency services activation.
- Perform other duties as assigned and agreed upon by 2-1-1 Manager and Help Me Grow Manager

**Physical Activity:** In the course of performing this job, the incumbent typically spends time sitting, walking, standing, listening/speaking, writing and operating a personal computer. May be required to drive an automobile or use public transportation to attend meetings within the community. He/she is expected to lift and carry office records and supplies up to 15 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

**Qualified applicants please submit resume and cover letter to:**

*2-1-1 Orange County/CDCC  
Post Office Box 14277  
Irvine, CA 92623  
or by e-mail  
[opportunities@211oc.org](mailto:opportunities@211oc.org)*

***2-1-1 Orange County is an Equal Opportunity Employer***