



Family Resource Navigator

Family and Community Engagement Department

POSITION SUMMARY:

The Family Resource Navigator delivers “front door” services to families and community partners seeking information and referrals for early childhood and youth programming by providing referrals and guidance to available options, quality indicators, and linking families to appropriate community partners and social service agencies. The Community Resource Navigator supports and maintains Starting Point’s comprehensive database of child care and early learning programming for service delivery area, consisting of Ashtabula, Cuyahoga, Geauga, and Lake Counties.

DUTIES AND RESPONSIBILITIES:

Family and Community Services

- Screen incoming calls and electronic communications from families and community partners to determine needs
- Refer families to providers that match their child care and youth programming needs utilizing child care resource and referral best practices
- Maintain working knowledge of available resources and social service programs in service delivery area by compiling resource guide, attending training and professional development, participating in community resource fairs and networking with community partners
- Collects and maintains information on parenting education workshops/relevant parenting information for families
- Conducts follow-up as necessary

Database Maintenance

- Collect, enter, and update family data into a computer database to complete referrals
- Prepare, enter, and update provider data into a computer database
- Participate in internal data collection processes to ensure the reliability of data
- Participate in quality assurance processes to maintain database

Provider Services

- Participate in networking opportunities with providers to build relationships that aid in the collection of reliable, timely data
- Help develop and implement strategies for provider data collection
- Provide technical support for providers to self-enter updates into database

Outreach/Community Engagement

- Advocate for quality child care and youth programming and creating equitable access for all families by sharing Starting Point's mission, vision, and advocacy platform.
- Participates in community events, resource fairs and speaking engagements on early care and education/out of school time options and information on indicators of high-quality care.
- Maintains language resource list to assist non-English speaking families seeking child care and related community/education services
- Stay informed of regulatory agencies governing early childhood programs, specifically Ohio Department of Job and Family Services and Ohio Department of Education.
- Participate in development and/or implementation of marketing and communications activities to raise community awareness of-Starting Point's services

Program Evaluation

- Assist with the completion of monthly, quarterly, and yearly reports by designated time frames
- Share feedback on issues, trends and changing needs identified by families and community partners to support development of relevant strategies to support families in service delivery area.

Other Duties as Assigned

EDUCATION AND/OR EXPERIENCE:

Must be able to perform tasks at a level normally performed by someone with a bachelor's degree in early childhood education, human services, social work, or related discipline and three (3) years experience in early childhood education and/or customer service.

KNOWLEDGE AND ABILITIES:

- Strong commitment to supporting all families in our community
- Working knowledge of community resources
- A positive, welcoming attitude and outstanding internal/external customer service skills, including handling difficult issues with sensitivity
- Ability to communicate and work effectively with people from diverse backgrounds
- Good judgment and problem-solving skills
- Ability to work independently and as part of an integrated team
- Comfortable navigating within computer applications and modern technology to support families via phone, text, email, online chat, and other digital methods
- Proficient computer skills including the use of Microsoft products, spreadsheets, and document software
- Excellent data entry skills, with attention to detail
- Ability to organize and prepare reports
- Must have reliable transportation and a valid driver's license
- Occasional evening, early morning, and/or weekend hours required
- Local travel is occasionally required
- Bilingual English/Spanish highly preferred