



Job Description

Job Title: Community Outreach and Resource Specialist
Department: Child Care Resource and Referral – Region V
Reports To: Program Director
FLSA Status: Non-Exempt
OSHA Category: Category 3

Summary: Identifies and connects families to resources, collaborates with other agencies, creates awareness of childcare services, and resources available through CCR&R Program. Educates families and the community about quality childcare services and provides linkage between MountainHeart CCR&R and other early childhood entities and programs. Coordinates and represents MountainHeart CCR&R at community events. Works with website administrator. Coordinates public relations and marketing.

Essential Duties and Responsibilities:

- Coordinates all efforts to create awareness through public relations of the CCR&R Program and services
- Coordinates staff participation of community and early childhood events and displays
- Coordinates and represents MountainHeart CCR&R at community events, such as but not limited to, baby showers, informational displays, kiddie fairs, colleges, high schools and local, regional and state early childhood events
- Coordinate special early childhood events, such as, but not limited to, Week of Young child, Provider appreciation, Child Abuse Prevention Month, Read Across America
- Creates awareness of CCR&R services, resources and training through a variety of media forms
- Identifies and connects families to resources
- Provides linkage and develops partnerships with other early childhood entities and agencies
- Clerical and support duties, as assigned
- Provides excellent customer service in a professional manner
- Develops a public relations plan and uses current marketing techniques to educate the community and early childhood partners on quality childcare
- Utilizes and adds to current CCR&R Resource Directory on site, offers resource linkages and referrals to customers

Mission Statement: *“Working together with individuals, families, and communities to provide resources for a better life”*

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- Assists with website review and addition of content
- Prepare correspondence, brochures, reports, newsletters, and other documents
- Assists with ordering and purchasing as assigned
- Maintain a calendar of current and future events
- Attend required meetings, training, and webinars
- Refers all suspected cases of child abuse and neglect to WV DoHS
- Adhere to duties as listed in WV DoHS Child Care Resources and Referral Policies and Procedures
- Perform other duties as assigned to enhance, improve, and accomplish the agency's mission and strategic goals
- Maintain confidentiality
- Collaborate with agency colleagues to reach agency goals and objectives
- Participate in agency committees as needed

Supervisory Responsibilities: There are no supervisory responsibilities with this position.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in a timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.
- Empathy – Values the feelings of others to ensure pleasant workplace relationships and customer satisfaction.
- Teamwork – Go above and beyond your essential task and collaborate with colleagues to achieve agency goals and results.

Core Values

To perform this job successfully, you must adhere to the agencies core values:

- | | |
|----------------------|-----------------|
| • Empathy/Compassion | • Inclusiveness |
| • Teamwork | • Considerate |
| • Equality | • Innovation |
| • Respect | • Ethics |

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of knowledge of Microsoft

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Word, Excel, Power Point and PATH. Excellent telephone skills. Ability to use and maintain office equipment. Maintain a safe, clean, and functional office work environment. Must have good memory, organizational and listening skills.

Education and/or Experience:

High School Diploma required. Associate’s degree preferred.

Must have a valid West Virginia driver’s license; clear criminal background with no charges related to child abuse, domestic violence or drug charges; and a clear APS/CPS check. Must be bondable.

Language Skills:

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from clients, customers, and the public.

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 stand. The employee is frequently required to sit, reach, hear and talk. The employee may occasionally lift and/or move up to 25 pounds.

Work Environment:

The noise level in the work environment is usually quiet with the inside temperature in offices kept at a comfortable level of 70 degrees.

Frequent and extensive travel within the service delivery area is required. The employee may also be required to travel within and outside of the State of West Virginia. Nontraditional work hours may be required to meet the contractual obligations.

Employee Signature

Date

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