

JOB ANNOUNCEMENT

Program Assistant

TrustLine and Consumer Education Programs

ABOUT THE ORGANIZATION: The California Child Care Resource and Referral Network (Network), a nationally recognized non-profit membership organization, addresses the needs of parents and child care providers throughout California. The Network works with 69 local child care resource and referral programs, divided into four regions: North, Greater Bay Area, Central Valley, and South, to inform parents and the general public about quality child care, assist child care providers to serve their communities, and encourage positive policy changes on the local, state, and federal levels.

Established in 1980, the Network provides leadership and vision for the continuous development and improvement of resource and referral services statewide, helping to build, support, and advocate for, a quality child care system that supports the diversity of families and children in every community in California. For more information about the Network, please view the Web site at www.rnnetwork.org.

ABOUT THE TRUSTLINE PROGRAM: TrustLine is the California registry of in-home and license-exempt child care providers who have passed a background screening. All caregivers registered on TrustLine have been cleared through a fingerprint check of records at the California Department of Justice. Under contract with the California Department of Social Services (CDSS), the Network office staffs a toll-free number to provide parents, employment agencies, Child Care Resource and Referral Programs, child care providers and others with information about the application process and status of TrustLine applicants. For more information about TrustLine, please view the Web site at www.trustline.org.

ABOUT THE CONSUMER EDUCATION PROGRAM: The Network office staffs a toll-free number, under contract with CDSS, to provide general child care information and refer parents to local child care resource and referral programs. This number is included on the www.mychildcareplan.org website.

POSITION AVAILABLE: Program Assistant
Full-Time – 40 hours/week; Monday – Friday 8:30a.m. - 5:00p.m. or
9:00 a.m. - 5:30 p.m.
Non-exempt
\$24.50 to \$26.00/hour DOE
Excellent benefits (health & dental insurance; paid vacation & sick
leave; monthly personal technology reimbursement; 15 paid
holidays per year, including Christmas Day through New Year's Day)
Location: Remote or Hybrid (San Francisco Office)

APPLICATION DEADLINE: Open until filled

JOB RESPONSIBILITIES:

- answer the TrustLine toll-free phone line and provide general information and technical assistance on TrustLine to parents, child care providers and various child care agencies
- answer the Consumer Education toll-free phone line and provide general child care information and refer parents to local child care resource and referral programs
- navigate the California Department of Social Services' (CDSS) Guardian database and the Network's TrustLine database to provide accurate information on the status of TrustLine applicants to local agencies, applicants, parents and the general public
- send TrustLine status information and letters via encrypted email or USPS or UPS
- respond to emails from visitors to the trustline.org website
- respond to chats initiated from visitors to the rrnetwork.org website
- correspond with the liaisons at CDSS to provide updated TrustLine applicant information to them or to request clarifying applicant information
- send out TrustLine applications, brochures, fingerprint cards, etc. upon request to agencies, applicants, and families
- provide general clerical support including: data entry; emailing; word processing

QUALIFICATIONS:

- Excellent telephone reception skills
- Excellent oral communication skills
- Strong organizational skills including attention to detail
- Ability to work well in a team setting
- Accurate typing/word processing
- Ability to work well remotely and manage your time well
- Experience/knowledge of the child care/human services field desirable
- Bilingual English/Spanish preferred

Work Environment/Physical Demands:

The work environment characteristics and physical demands 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.

- This job can be done from home, with access to a secure internet.
- This job can be done at the San Francisco office full-time or hybrid.
- The noise level in the work environment at the main office in San Francisco is usually moderate.
- While performing the duties of this job, the employee is regularly required to sit and talk or listen for long periods of time.
- The employee is occasionally required to stand and walk.

Background Check: Individuals that work on the TrustLine team must apply to and be registered on the TrustLine Registry. The Network will pay for this background check for TrustLine team members.

APPLICATION PROCESS:

Please send a cover letter indicating the position for which you are applying, why you are interested this job, and a resume to CCCR&RN at jobs@rnetwork.org.

The California Child Care Resource and Referral Network is an Equal Opportunity Employer.