

## **Workforce Solutions of Central Texas POSITION DESCRIPTION**

**Title/Classification:** Child Care Quality Improvement Program Support Specialist  
**FSLA Status:** Non-Exempt

### **Who We Are:**

Workforce Solutions of Central Texas (WSCT) has been consistently recognized for being one of the "100 Best Companies to Work for in Texas" and has received 2021 HIRE Vets Medallion Platinum Award. We have a great work-life balance, competitive salaries, extensive opportunities for training and development, and fantastic benefits. Join us in our mission of "Creating futures by bringing people and jobs together."

### **Who You Are:**

An individual who embodies our values of Customer Focus, Accountability, Quality, Teamwork & Integrity. You are proactive and desire to support the Child Care Quality Improvement Program Coordinator and Program Specialists as they empower local early learning providers to become Texas Rising Star providers and improve the quality of care provided to the children of Central Texas.

### **You Gain:**

- **Competitive salary: \$36,000 a year**
- Pension Plan Retirement
- Medical Insurance, including dental & vision Life Insurance
- Tuition Assistance
- Paid time off for vacation, sick and holidays
- Personal Flex Holiday (one time per year)
- Military, family care leave, and more

### **Overview:**

**One** Child Care Quality Improvement Program Support Specialist position with Workforce Solutions of Central Texas is being posted in accordance with procedures established in the CTCOG Administrative Manual and Workforce Center Personnel Policies. The position will be work from home though there will be in-the-field work at early learning centers, and works under the supervision of the Workforce Center Director & the Child Care Quality Project Coordinator. Staff will be responsible for providing support to the Program Coordinator and Program Specialists.

### **You will be trusted to:**

- Promote and support the Workforce Solutions of Central Texas (WFSCCT) Child Care Quality Improvement Project which includes Texas Rising Star and national early childhood program accreditation.
- Support the Child Care Quality Improvement Program Coordinator and Program Specialists in the implementation of the Child Care Quality Improvement Project.
- Provide technical assistance, outreach, education, and informational sessions to early learning program providers.
- Gather, process, and maintain records within the Texas Early Childhood Professional Development System (TECPDS) and the Texas Workforce Registry system,
- Enter data in CLI Engage and all Texas Workforce Commission (TWC)/WFSCCT systems as required.

## GENERAL QUALIFICATION GUIDELINES

### Experience and Education

- Associates degree in early childhood education , child development, special education, child psychology, educational psychology, elementary education or family consumer science **preferred** but not required.
- Minimum of 1 year of full-time employment experience in data entry and clerical work is required. Familiarity with early childhood learning programs, Head Start/Pre-K, and/or classroom learning is a plus.

### Knowledge, Skills, and Abilities

- Document all early learning program provider visits and certain interactions, noting observations, discussions and recommendations using correct grammar, punctuation, and following TWC/TRS, and WFSCT requirements.
- Write monthly and/or quarterly reports as required. Submit all reports in a timely manner.
- Complete all required paperwork in a timely manner and maintain permanent online files and a hard-copy case file for each early learning program.
- Enter data information into required TWC and/or WFSCT systems and CLI Engage as required.
- Have knowledge of community resources and how they impact early childhood programs.
- Have knowledge of Texas Infant and Toddler Early Learning Guidelines, PreK Guidelines, state licensing minimum standards, and adult learning principles.
- Ability to establish and maintain effective working relationships with early learning program providers.
- Ability to work independently and as a team member.
- Ability to communicate effectively and efficiently, both orally and in writing, with diverse groups of people and personalities. Communication techniques will include in-person, via telephone, email, and virtual platforms.
- Ability to handle pressure and work in a fast-paced atmosphere, positive attitude, excellent interpersonal and active listening skills, flexible and detail oriented, ability to resolve complaints and problem solve successfully.
- Capacity to manage multiple projects and tasks simultaneously.
- Excellent computer and typing skills. **Above average skills in Microsoft Office Word, Excel, and Outlook required.** Skills testing may be required. Ability to produce professional documents with little or no grammar and spelling errors.
- Participate in virtual and in-person meetings as requested by TWC, WFSCT, and/or the Child Care Quality Program Coordinator or other administrative staff.
- Receives calls and directs early learning program providers to appropriate staff as needed.
- Assists callers with requested needs.
- Conducts phone calls and emails to promote training events, Child Care Quality Improvement Project activities, and collect data from early learning programs.
- Completes screening forms and other Texas Rising Star forms as required.
- Must obtain at a minimum, 36 hours of professional development annually.
- Must complete a background check according to TAC 745, Subchapter F, Background Checks upon hire and every five years thereafter.
- Pursuant to the Texas Family Code, §261.101, Texas Rising Star staff members are mandated reporters when observing serious incidents as described in the Texas Rising Star guidelines.

**Registration, Certification, or Licensure**

Valid Texas motor vehicle operator's license. Proof of auto liability insurance is required.

**Language Skills:** Ability to read, analyze and interpret customer communications and policy and regulatory documents. Ability to effectively present ideas verbally including briefings and training classes. Ability to write effectively using correct grammar when preparing memos, letters, reports, and customer case notes.

**Mathematical Skills:** Ability to calculate figures and amounts such as hourly percentages of time worked.

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

**Other Skills and Abilities:** Must be able to handle multiple tasks and possess the ability to work effectively with a diverse population. Computer, cell phone, server, fax, copier, scanner, and all general office equipment.

**Physical Demands:** While performing the duties of this job, the employee is regularly required to communicate with customers. The employee frequently is required to move from place to place. Any lifting restricted to items weighing less than 25 pounds. Extensive local and regional travel is required, as well as some travel outside of the region. Must have valid Texas driver's license with acceptable driving record. Proof of auto liability insurance is required.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually light to moderate. Occasional work outside normal hours required.

These requirements listed are representative of the knowledge, skills, and/or ability required. Those with disabilities may expect reasonable accommodations to perform essential functions.

WSCT is an Equal Opportunity Employer.

