



Family Engagement Specialist

Action for Children, Central Ohio's Child Care Resource and Referral agency, is seeking an individual to join its Family and Community Engagement team. Drawing on knowledge of early childhood education, you will provide information, resources and referrals for customers seeking quality childcare and other early learning experiences. Additionally, you will directly support early childhood educators struggling with housing costs by processing rental assistance applications.

Qualified candidates will be able to assess customer needs and communicate and utilize a database system and community resources to meet each client's needs and provide information in-person, via telephone or email. Ability to learn and manipulate a database system will ensure information is consistent and updated to track progress on program goals. Working with other members of the team, you will conduct and attend community outreach events to spread awareness of program services.

REQUIREMENTS – Successful candidates will have:

- Bachelor's Degree in Early Childhood, Human Development & Family Studies, Human Ecology, or equivalent experience
- Exposure and understanding of the early care and education field
- Proficiency with technology and experience with Microsoft Office Suite
- Previous experience with electronic database management including data entry and processing of incoming applications.
- Ability to work with families of various backgrounds and cultures
- Working knowledge of local and state community resources
- Expertise in customer service, communication and ability to share information to match different adult learning styles.
- Understanding of how intersecting systems of racial, gender, and class discrimination shape conditions for early childhood educators, child care programs, and the children and families they serve
- A desire to contribute to a workplace and profession which values collaboration, diversity, growth, and respect for all people

We seek a self-starter who is creative, flexible and has earned a reputation as a team player. You will have demonstrated strong skills in written and verbal communication, building rapport, analysis and problem-solving. You must be committed to the success of the program and the team, dedicating the time necessary for team meetings and agency events. This is a full-time position, requiring occasional evening and weekend hours for special events.

HOW TO APPLY

Interested individuals should send a resume and cover letter outlining how they meet the specific requirements of the position to Human Resources, jobs@actionforchildren.org.

No phone calls please. Action for Children is an equal opportunity employer.

While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.

Please note, the selected candidate will be required to submit to our background and reference checking process.

Action for Children has adopted a mandatory COVID-19 vaccination policy for all current and future employees focused on safeguarding the health and safety of our employees and their families; our customers and visitors; and our community. Action for Children is an equal opportunity employer and does allow for accommodations based on medical exemptions and/or sincerely held religious beliefs.