

Family Resource And Referral Specialist

Child Care Council of Nassau

Garden City, NY 11530

Other

Full-time

Onsite

\$21.97 - \$23.62 an hour

Posted on September 29, 2026

Organization Statement

Child Care Council of Nassau (CCCN) is dedicated to empowering families with the guidance and resources needed to find high quality childcare services, fostering the growth of innovative early childhood education in homes, centers, and schools, and supporting individuals on their journey to professional development and entrepreneurship in this vital field.?

Job Description

We are seeking a bilingual-Spanish Family Resource and Referral Specialist to provide high-quality consultation, guidance, and education to parents and guardians seeking child care and early childhood education services. The Family Resource and Referral Specialist assists families in identifying, locating, and evaluating quality child care, early childhood education, and school-age programs, as well as resources for children with special needs. This position also provides information and guidance on financial assistance options available to help families pay for child care and supports families interested in pursuing Legally Exempt child care arrangements.

In addition to working directly with families, the Family Resource and Referral Specialist provides support and resources to child care providers and participates in community outreach and educational activities that promote awareness of quality child care, early childhood education programs, and available family resources.

Responsibilities

As a Family Resource and Referral Specialist, you will:

- Assist parents and guardians in identifying and locating licensed child care programs that meet their family's individual needs and preferences.

- Educate parents and guardians on child development, child care regulations, available child care options, and indicators of quality child care.
- Connect families with community resources and support services, including child care subsidy programs, housing assistance, health care, food assistance, WIC, special needs services and evaluations, mental health resources, parent advocacy services, hotlines, and parenting programs.
- Accurately enter, maintain, and update parent/guardian and child care provider information in standardized database systems in accordance with data collection and reporting requirements.
- Conduct presentations and provide on-site outreach services to community-based organizations, partner agencies, and other stakeholders to promote Child Care Council of Nassau (CCCN) programs and services.
- Maintain accurate records of calls, referrals, and daily activities and submit required monthly activity reports.
- Maintain and update database information related to child care supply and demand, resource and referral services, quality of care, child care rates, the economic impact of child care, and provider professional development.
- Review and process Legally Exempt child care provider applications in accordance with applicable program requirements and determine eligibility.
- Review and evaluate Sex Offender Registry background check results to ensure compliance with applicable requirements.
- Conduct required site visits and inspections of enrolled Legally Exempt child care providers and distribute program materials and supplies as needed.
- Participate in workshops, in-house trainings, conference calls, webinars, meetings, and other professional development activities.
- Collaborate with the Director and Community Outreach and Engagement team to identify and resolve challenges and support effective service delivery.
- Perform other related duties as assigned by the supervisor.

Qualifications

- Associate's degree or higher in social services, human services, early childhood education, or a related field preferred.
- **Bilingual in English and Spanish required.**

- Knowledge of New York State Office of Children and Family Services (OCFS) child care regulations and/or prior experience working in a child care setting, including center-based or family/home-based care, preferred.
- Excellent verbal, written, and interpersonal communication skills, with the ability to communicate effectively and respectfully with families, child care providers, community partners, and colleagues from diverse backgrounds.
- Ability to work collaboratively in a team-oriented environment while recognizing and valuing the contributions of others.
- Demonstrated ability to handle sensitive and confidential information with professionalism and discretion.
- Strong organizational skills and attention to detail, with the ability to maintain accurate records and manage multiple responsibilities.
- Proficiency with Microsoft Office applications, including Word, Excel, and Outlook, and the ability to learn and navigate database and other technology systems.
- Ability to occasionally participate in evening and/or weekend community outreach events, meetings, or activities as required.
- **Minimum Education Level:** Associate's Degree
- **Preferred Education Level:** Associate's Degree

Application Instructions

[APPLY HERE](#)

Language Requirements

English, Spanish