

Title:	Early Childhood Quality Specialist-Bilingual
Reports To:	Director of Quality Initiatives
Summary Description Provide a range of technical assistance, consultation, training, information, support services, and resources to improve program quality and strengthen regulatory compliance in home-based, preschool, Pre-K and afterschool programs in regulated childcare programs in Westchester County.	
Key Responsibilities Technical Assistance • Provide basic technical and intensive technical assistance to regulated pre-school, Pre-K and family childcare programs from self-referral and through outreach to childcare center programs to improve regulatory compliance and program quality. • Provide basic technical and intensive technical assistance to regulated school age programs from self-referral, referrals from registrars and through outreach to programs improve regulatory compliance and program quality. • Help design and deliver a comprehensive intensive technical assistance project to preschool and Pre-K classrooms and family childcare programs that is assessment driven, utilizing the ECERS or FCCERS, and includes a formal plan of action, technical assistance visits, provision of resources, post assessment and documentation of the process. • Assist programs with starting or expanding services via training, technical assistance or information on how to assess training and/or technical assistance. • Provide newly opened or programs planning to open, and programs wishing to expand with effective technical assistance, information on regulations and quality practices including administration resources. • Develop and document models and systems for delivering and measuring the impact of training and technical assistance on quality improvement in programs served. • Identify TA utilization trends and gaps and provide recommendations to expand and/or improve services. • Participate in grant programs appropriate preschool classrooms and family childcare programs including coordination, recruitment of participants, delivery of grant program, reports, training, and other administrative tasks. • Provide timely and comprehensive analytical documentation as required by grants, contracts and the agency's needs. • Assist in meeting departmental strategic and annual goals. • Other projects as directed. Training • Plan and deliver high quality calendar workshops that receive very positive evaluations. • Plan and deliver high quality on-site training that receive very positive evaluations. • Plan and deliver quarterly trainings to Tier 1 & Tier 2 programs based on current needs of the program • When applicable, cover the delivery of trainings to programs and ensure that the connection is made between school readiness and quality child care when attending community meetings and/or serving on community groups.	

Council Activities

- Identify emerging issues in the early care and education field and support new approaches.
- Provide timely and comprehensive analytical documentation as required by grants, contracts and the agency's needs.
- Contribute as required to the Council's Agency Monthly Report, CCR&R Quarterly report and others.
- Carry out agency policies on branding guidelines.

Key Competencies

Independent Work & Attention to Detail: Demonstrated ability to work autonomously while adhering to guidelines, accurately manage data entry and filing, prioritize multiple tasks effectively, and maintain a strong attention to detail.

Exceptional Customer Service: Strong interpersonal and communication skills, providing professional and responsive customer service both in person, online and via phone.

Cross-Departmental Collaboration: Ability to navigate and engage with various Council departments to ensure clear communication and seamless collaboration in promoting the Council's diverse resources, membership opportunities, and services to clients and child care providers.

Mission-Driven Advocacy & Representation: Professionally represent and uphold the Council's mission to support the healthy development of children, families, and the community by advancing quality early care and education through:

- Advocating for policies and resources that enhance the quality, affordability, and accessibility of child care.
- Increasing awareness of the Council's programs by actively participating in community events, outreach efforts, and direct engagement through emails and calls.

Providing culturally relevant, inclusive, and accessible services through multiple communication channels, including in-person interactions, phone, mail, and email, to support families, child care providers, and community stakeholders.

Key Performance Indicators (KPIs)

- Task and project management efficiency- task completion rate and deadline adherence.
- Communication and coordination- response time to emails and calls, scheduling accuracy and stakeholder satisfaction.
- Administrative support and organization- document management accuracy, system and process improvement.
- Problem solving and decision making- issue resolution time and proactiveness.
- Confidentiality and discretion- confidential information and sensitive situation handling.

Requirements

- Bachelor's degree in early childhood education or related field (Masters preferred).
- A minimum of 5 years' experience working with young children and families.
- A minimum of 3 years' experience in childcare and knowledge of the different types of childcare programs and employees, preferred.
- A minimum of 3 years' experience and 50 clock hours of training (or appropriate certification) in the training content delivered, preferred.

- Prior experience in community outreach and public education preferred.
- Excellent organizational, interpersonal and writing skills.
- Eligible to receive the NY State Early Learner Training Credentials.
- Fluent in Spanish

Work Environment and Physical Requirements

- Frequent contact with staff at childcare programs and representatives of outside agencies
- Travel within Westchester County and New York State as needed
- Manual dexterity and regular hours at computer keyboard
- Approximately 45% sitting and 55% walking/standing
- Ability to bend, climb stairs and lift up to 15 lbs.
- Must have a car, valid driver's license and minimum \$100,000/\$300,000 car insurance

Classification: Exempt, Full-Time

Salary Category: C

Effective Date: July 2025

Job Location: In-Person

Disclaimer Clause

Job descriptions and specifications are not intended and should not construed to be an exhaustive list of all responsibilities, skills or working conditions associated with a job. Descriptions are intended to be an accurate reflection of the principal requirements of the position.

The Child Care Council of Westchester is an equal opportunity employer and welcomes applications from individuals of all backgrounds.

We are committed to creating a diverse and inclusive work environment.

I have read my job description. I understand and will abide by these rules, regulations and job description as set forth herein. I also understand that the Council reserves the right to alter, delete or change my job description and/or policies at its discretion.

Employee Name (please print)

Employee Signature

Date