

JOB ANNOUNCEMENT

CPS Liaison/Information and Referral Resource Specialist

Status: Full-time
Reports to: Training Program Manager

The CPS Liaison/Information and Referral Resource Specialist is responsible for 1) serving as liaison to Child Protective Services (CPS) Emergency Response Unit to connect families to community based services and supports, 2) providing information and referral resources to the general public via telephone and website inquiries, and 3) conducting Mandated Child Abuse Reporter Training (MCART) and Commercial Sexual Exploitation of Children (CSEC) Training.

Essential Duties and Responsibilities:

1. (50%) CPS Liaison/Information and Referral Line

- Serve as a liaison to CPS's Emergency Response Unit to connect families with children 0-17 years of age to community based services and supports.
- Train CPS social workers about available family support services in the community.
- Provide families with information about available family support services in the community.
- Link families to the Birth & Beyond Family Resource Centers and other available services.
- Provide accurate and timely information and referrals to the general public and respond to general telephone and website inquiries.
- Manage the CAP Center Information and Referral Line: respond to calls, log information and referral telephone and website responses, including time, date, types of calls, zip code, and resources and information provided to track data on the Information and Referral Line.
- Route crisis telephone calls or voice mail messages to Child Protective Services or other appropriate agency in a timely and efficient manner.
- Promote and market the information and referral line to the general public.
- Utilize the Internet and access community partners to obtain knowledge about information and referral resources.
- Ensure that the information on the CAP Center's website is accurate and timely.

2. (30%) Mandated Child Abuse Reporter Training (MCART) and Commercial Sexual Exploitation of Children (CSEC) Training

- Conduct outreach activities and engage community partners and mandated reporters to participate in MCART and CSEC training provided by CAPC.
- Provide MCART and CSEC training to community members, partners, and other mandated reporters as identified in the penal code.
- Revise MCART and CSEC curriculum in conjunction with Training Project Manager and Sacramento County Child Protective Services.

EOE

*The **Child Abuse Prevention Center** does not discriminate on the basis of race, color, national origin, sex, age, political affiliation, sexual orientation, disability and/or religion. Reasonable accommodations may be provided upon request. If you are a person with a disability and you would like to request an accommodation, please contact: Human Resources at 916-244-1900.*

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- Utilize CAPC's MCART and CSEC database for the purpose of tracking and reporting training, outreach and presentations.
- Maintain the appropriate tracking documentation for outreach conducted and training provided to report to funders and partners.
- Assist in report writing to grant funders.
- Keep informed of current child abuse reporting laws and requirements.
- Maintain and Update MCART and CSEC curricula as needed.

3. (10%) Coordinate with Training Team

- Coordinate with training team on training calendar.
- Assist training team with training preparations including room set up, preparing materials, etc.
- Coordinate with training team and partners to assess needs, provide and assess trainings, and provide information and materials.

4. (10%) Other Duties

- Acquire and enhance knowledge of parenting, family resource centers and home visitation through reading, research, conferences and participation on committees, as appropriate.
- Maintain & update CAPC and B&B website, ensuring Family Resource Center calendars of activities, staff rosters, and general information and referral resources are accurate and up to date.
- Attend community partner and collaborative meetings to promote the Information and Referral Line, as well as Mandated Child Abuse Reporter and Commercial Sexual Exploitation of Children Training.
- Attend staff and team meetings.
- Other duties as assigned.

Minimum Qualifications

Knowledge, Skills and Abilities:

- Knowledge of Sacramento County Resources for parents and children 0-17 years of age.
- Must be able to read, write, speak and understand the English language.
- Ability to develop and maintain dynamic relationships.
- Ability to work with diverse workgroups.
- Proficient in MS Word, PowerPoint and web navigation techniques.
- Basic knowledge of Access, MS Project, and Excel preferred.
- Solid research and instructional skills to create and present clear and effective instructional content.
- Ability to deal with complex situations and to collaborate effectively with personnel in order to provide timely and effective problem resolutions.
- Superior communication skills.

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- Ability to work in a fast-paced environment and to adapt easily to change.
- Must be team-oriented and possess excellent organizational and written skills.
- Ability to establish and maintain good working relationships, internally and externally.

Education and Experience:

- Two years of experience working with families or with CPS.
- A Bachelor's degree in Psychology, Social Work or a related field.
- Experience working with families in crisis.
- One year of training delivery experience is preferred.

Licenses, Certifications, Registrations:

- Must possess a valid California Driver's License, a reliable automobile and auto insurance.
- Must have a criminal background clearance from the Department of Justice,

Physical/ Psychiatric Requirements:

- Must be able to report to work on a regular and reliable basis.
- Ability to lift, carry, push, and pull up to 20 pounds.
- Able to deal with stressful situations.

Application Period: Open until filled.

Please send cover letter, resume and salary requirements to:

The Child Abuse Prevention Center
Attn: Human Resources
4700 Roseville Road
North Highlands, CA 95660
Fax: 916-244-1905
E-mail: jwarren@thecapcenter.org

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