

JOB DESCRIPTION: Specialist – Childcare

Della Lamb Community Services exists to empower its clients to meet the challenges of education, employment, and self-sufficiency in an ever-changing world. Della Lamb aspires to be a trusted and engaged member of a thriving refugee community, continually advancing the quality of life together with its members. Della Lamb is a National Mission Institution in a covenant relationship with the United Women in Faith and an agency member of the United Way of Greater Kansas City. We strongly believe in the dignity of all people and strive to live out our values of LIGHT: learning, integrity, gratitude, health, and togetherness.

Della Lamb is one of two refugee resettlement agencies in Kansas City, MO. Refugee services are characterized by an “Arrive and Thrive” mentality, seeking to overcome short-term and long-term challenges in the resettlement and community integration process. We aim to provide best-in-class hospitality, services, and cultural education, using a strengths-based case management approach to understand and develop client goals. We believe that a thriving refugee community is predicated on community engagement, inviting stakeholders from across Kansas City to actively participate in the resettlement process and the advancement of refugee communities.

The Specialist - Childcare will be responsible for supporting refugee families in accessing and navigating childcare resources and services. The role will provide direct services to refugee families who need assistance in understanding and accessing childcare options and interact with childcare providers across Kansas City to enhance access to childcare. Further, as part of interacting with families and childcare providers, the Specialist will seek to help newcomers understand the requirements and experience necessitated to work in childcare. This role requires a compassionate and resourceful individual who can work closely with families to identify and address their childcare needs, ensuring a smooth integration into their new community.

This position requires a commitment to teamwork, patience, adaptability, servant leadership, humility of spirit, a strong work ethic, and a commitment to learning and growth. As a new position at Della Lamb, this position will also require creativity and an entrepreneurial spirit. This position reports to the Workforce Development Manager but will actively work with staff members across Refugee Services to understand how to better serve clients and create pathways for community members to assist in community resettlement and integration.

Core responsibilities include, but may not be limited to, the following:

- **Childcare Assessment:** Conduct individualized assessments of each refugee family's childcare needs, taking into consideration the ages and specific requirements of their children. Collaborate with families to identify existing childcare arrangements and preferences.
- **Resource Identification and Referral:** Research and identify local childcare resources, programs, and services that align with the needs of refugee families. Provide families with information about available childcare options and support them in making informed decisions.
- **Community Liaison:** Build and maintain strong relationships with local childcare providers, community centers, and schools to facilitate access for refugee children. Advocate on behalf of refugee families to ensure culturally sensitive and affordable childcare options.

- **Orientation and Education:** Conduct orientation sessions for refugee families on the local childcare system, including enrollment processes, eligibility criteria, and available subsidies. Provide educational resources to families on the importance of early childhood education and development.
- **Documentation Assistance:** Assist families in completing necessary paperwork and documentation required for childcare enrollment, including applications and renewals for childcare subsidies. Work closely with agency staff to ensure that families meet any additional requirements related to childcare services.
- **Cultural Sensitivity:** Demonstrate cultural competence when working with diverse refugee families, respecting and incorporating their cultural preferences into childcare recommendations. Provide ongoing support to families in navigating cultural differences related to childcare practices.
- **Case Management:** Maintain detailed and accurate case records, documenting each family's childcare journey and progress. Collaborate with case managers and other agency staff to ensure a coordinated and holistic approach to refugee resettlement.
- Embrace Della Lamb's LIGHT values of learning, integrity, gratitude, health, and togetherness.
- Perform other duties as assigned.

Professional Qualifications:

- Bachelor's degree in social work, Human Services, or a related field preferred.
- Experience working with diverse populations, particularly refugees or immigrant communities.
- Knowledge of local childcare systems, regulations, and resources.
- Valid driver's license, willing to transport clients to childcare providers for enrollment.
- Strong problem-solving skills, seeking to proactively identify and resolve client-specific transportation challenges and education opportunities.
- Cultural intelligence and experience working with refugees and immigrants preferred.
- Strong verbal and written communication skills, preferably multi-lingual.
- Demonstrated ability to communicate effectively and diplomatically in a multi-cultural setting and with limited English proficiency speakers.
- Proficiency in Microsoft Office Suite.
- Ability to work independently and collaboratively in a multicultural and fast-paced environment.
- Fluency in languages relevant to the refugee population served is a plus.