



Job Summary: The NFCC Childcare Associate has the critical role of providing a safe and welcoming environment for children from the ages 2 to 11 while their parents attend classes in the NFCC Education Programs from 5:00 – 8:00 pm weeknights.

Job Duties and Responsibilities:

- Welcome children and ensure parents sign them in and out every time they use child care program.
- Alert parents, when child needs assistance with feeding or toileting. (parents are excused from class to assist child.)
- Responsible for cleanliness and organization throughout each class session.
- Provide or create activities (craft and game) for younger children.
- Monitor children to ensure that they play and interact with one another in a safe and appropriate manner.
- Provide reports and record any problems that may occur for accidents, behavior, or other issues for Education Manager.
- Supervise older children needing to complete homework assignments.
- Contact Programs Manager and the child's parents in the case of an emergency.
- Works with and provides direction to volunteers.

Job Requirements:

- Excellent interpersonal skills with toddler and school aged children.
- Ability to organize games and crafts for children.
- May be asked to complete and maintain CPR certification.
- Spanish speaking preferred.

Job Competencies:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts

success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is performed indoors in an office setting sitting in front of a computer 80% of the time. Must be able to lift, push or pull up to 10lbs.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.

To apply, contact Director of Client Services – Education and Case Management, Carol Swan, cswan@nfcchelp.org.