



ASSOCIATION FOR CHILD DEVELOPMENT

Job Title:	Field Monitor-Bilingual	Position Type:	Part or Full Time
Department/Group:	Monitoring	Job Status:	Non-Exempt
Location:	Illinois	Expected Hours:	Consistent with Caseload
Reports to:	Field Operations Manager	Travel Required:	100%
Level/Grade:	Non-Manager	Date last reviewed:	July 2018

Summary/Objective:

The Field Monitor will work with the Field Operations Manager and other staff members in the fulfillment of the organizational and departmental goals to deliver the highest quality of service to licensed/registered and license-exempt child care providers, specifically through the training and monitoring of sponsored child care Providers.

Essential Functions:

- Available to work outside one's own assigned territory and assist with other caseloads if deemed necessary by the Association for Child Development (ACD) management
- Check, verify, and document that the child care Provider has all required documentation at each home review including, but not limited to: last 30 days of menus, Permanent Agreement, letter of approval for child care Provider's own children, child care Providers' last three Home Review Forms, Enrollment Forms for all children in care
- Conduct 4-week follow-up reviews within 28 days of the date the child care Provider begins claiming
- Conduct at least one regular home review each trimester with each child care Provider in his/her assigned caseload. A total of three reviews are required in each fiscal year, and at least two reviews must be unannounced. At least one of the two unannounced reviews must include a meal/snack observation
- Conduct Introductory Visits as required; educating new child care Providers on the rules and regulations of the Child and Adult Care Food Program (CACFP)
- Determine situations that are not in compliance and elicit from the child care Provider a corrective action documenting each corrective action on the Home Review Form
- Educate child care Providers on all CACFP requirements, including specific United States Department of Agriculture (USDA), Illinois State Board of Education (ISBE), and ACD rules, regulations, and guidelines
- Educate child care Providers on nutritional requirements and various CACFP guidelines
- Maintain accurate and up-to-date files on all child care Providers
- Maintain flexible hours. Conduct special home reviews as necessary including supper, weekend, and shift reviews as required
- Monitor every Provider's child care home to ensure child care Providers are in compliance with the CACFP
- Observe at least two meals and/or snack with each child care Provider each fiscal year. Children must be observed eating for the review to count as a meal observation
- Participate in ACD in-service training sessions and attend conferences as assigned by ACD management
- Recruit and enroll new child care Providers. Return child care Provider and Outreach calls within 24 hours and report results to the Customer Service Team Leader
- Verify and document that licensed child care Providers have his/her day care license displayed on the premises; confirm the license is up to date and the child care Provider is within licensed capacity. Document and report any cases of over-capacity, abuse, neglect, or other non-compliance issues to supervisor

Competencies:

- Adaptability
- Attention to detail and accuracy
- Communication skills – written and verbal
- Customer service orientation
- Data collection
- Initiative
- Interpersonal skills
- Listening skills
- Problem analysis and problem-solving
- Stress tolerance
- Time management skills

Education and Experience:

- Must be fluent in Spanish, both reading and speaking
- High School Diploma or General Equivalency Diploma (GED) required, Associates Degree preferred
- Beginner to intermediate level in Microsoft Office including: Word, Excel, and Outlook
- Two to three years of related work experience in Child/Family/Human Services
- Must be able to work independently and adhere to strict deadlines
- Computer skills: E-mail - the ability to send and receive e-mail correspondence, open and download attachments, and identify and delete junk/spam mail
- A reliable computer with high-speed internet access required
- Daily access to a reliable form of transportation, driver's license, and auto insurance required

Supervisory Responsibilities:

- None

Work Environment:

- This job operates in the homes of day care providers, and in a home office. This role routinely uses standard office equipment such as computers, telephones, photocopiers, and printers, and there is moderate noise associated with the use of such equipment. The job also requires extensive travel in a car to and from the homes of day care providers.

Physical Demands:

Approximate amount of on-the-job work time spent in the following activities:

Stand - up to 70%

Walk - up to 70%

Sit - between 60% to 100%

Use hands to finger, handle or touch - between 60% to 100%

Reach above shoulder - up to 10%

Climb or balance - up to 70%

Stoop, kneel, crawl - up to 30%

Talk or hear - 70% to 100%

Use foot/feel to operate machinery - up to 100%

Approximate amount of force to be exerted or weight lifted:

Up to 10 pounds - Up to 30%

Up to 25 pounds - Up to 30%

Up to 50 pounds - Up to 10%

Up to 100 pounds - 0% (rarely)

Over 100 pounds - 0% (rarely)

Other Duties:

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice

Approved by:

Print:

Signature:

Date:

Accepted by:

Print:

Signature:

Date: