

Family Child Care Network Coach

Child Care Council of Nassau

Garden City, NY

Coach / PD Provider

Full-time

Onsite

\$30.22 - \$30.22 an hour

Posted on June 23, 2025

Organization Statement

Child Care Council of Nassau (CCCN) is dedicated to empowering families with the guidance and resources needed to find high quality childcare services, fostering the growth of innovative early childhood education in homes, centers, and schools, and supporting individuals on their journey to professional development and entrepreneurship in this vital field.?

Job Description

The SFCCN Coach will partner with family child care providers to deliver individualized coaching and connect them with specialized services and support that promote their financial stability, physical health, and mental well-being. The Coach supports providers in implementing strategies to improve key business practices by using a Child Care Management System (CCMS). Additionally, the Coach assists providers in accessing SFCCN services, including access to health care, mental health support and retirement planning.

Responsibilities

- Complete required coaching training and obtain certifications as required
- Recruit providers to participate in the SFCCN and assist in the application process
- Adapt coaching strategies to meet the diverse learning styles, experiences, and needs of child care providers by utilizing adult learning principles like one-on-one coaching, small group workshops, and peer learning opportunities.
- Develop and maintain strong, trusting relationships with child care providers and other early childhood and business support organizations.

- Manage a caseload of up to 25 home-based child care providers and conduct regular on-site visits to offer guidance and support.
- Support providers in using Child Care Management Software (CCMS) to streamline and enhance their business operations. Provide tools and resources aligned with each provider's individual goals, and assign actionable steps between coaching sessions to ensure steady progress toward those goals
- Guide providers in establishing strong financial systems, ensuring timely and accurate reporting on revenue, expenses, and Child and Adult Care Food Program (CACFP) data collection and claiming.
- Provide technical assistance related to menus and feeding children. Topics could include picky eating strategies, reading nutrition facts labels, and understanding how to identify whole grain foods.
- Analyze CCMS data to assess enrollment trends, revenue patterns, outstanding payments, subsidy tracking, and compliance. Ensure providers effectively invoice families, collect tuition payments, and bill subsidies through CCMS.
- Promote member use of specialized services offered to SFCCN members via the Early Care and Learning Council (ECLC), such as telemedicine, health insurance options, retirement planning and discounted purchasing.
- Collect baseline data and track ongoing data collected on provider business practices, financial performance, and CCMS utilization.
- Maintain accurate and up-to-date records in both CCMS dashboards and other data systems, ensuring that all coaching interactions, action plans, and provider progress milestones are documented.
- Participate in group meetings with ECLC at least once per quarter and request technical assistance as needed.
- Additional tasks as required by supervisor.

Qualifications

- Bachelor's degree or associate degree with relevant experience preferred
- Bilingual in English and Spanish required
- Customer service experience strongly preferred
- Knowledge of and experience with Child and Adult Care Food Program strongly preferred
- Strong verbal and written communication skills

- Flexible, strong interpersonal skills, and able to work independently
- Excellent communication and organizational skills
- Ability to work a flexible schedule, including evenings and weekends, as needed
- Reliable means of travel to visit child care programs across Nassau County as required
- Proficiency in Microsoft Office Suite and ability to learn and navigate one or more child care management systems
- **Minimum Education Level:** Associate's Degree
- **Preferred Education Level:** Associate's Degree

Application Instructions

<https://wizehire.com/cmp/child-care-council-of-nassau-inc>

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