



Childcare Navigator

United Way of the Ocoee Region – Stable Families Program

United Way of the Ocoee Region is seeking a compassionate, community-focused professional to serve as a **Childcare Navigator** within our Stable Families Program. This role is essential in strengthening families across the Ocoee Region by connecting them to quality childcare and critical support services.

The Childcare Navigator works directly with families to reduce barriers, promote stability, and empower informed decision-making. This is an ideal opportunity for someone who is passionate about helping others, building community partnerships, and creating solutions that make a lasting impact. If you love helping people, building community partnerships, and solving problems with heart and creativity, we'd love to meet you.

KEY RESPONSIBILITIES

Family Support & Navigation

- Serve as a primary point of contact for families and community members seeking childcare resources.
- Conduct intake interviews and comprehensive needs assessments.
- Provide individualized coaching and guidance to families experiencing poverty, instability, or crisis.
- Connect families to appropriate childcare providers, subsidies, and financial assistance.
- Train and coordinate with the state to learn more about the Childcare Certificate process.
- Assist families with applications for childcare certificates and other support services.
- Develop and implement follow-up plans to ensure successful placement and family satisfaction.

Community Engagement & Partnerships

- Represent United Way and the Stable Families program at community events and outreach opportunities.
- Build and maintain strong partnerships with childcare providers, agencies, and community stakeholders.
- Provide training, resources, and support to childcare providers to expand access and quality of care.
- Conduct outreach and workshops to increase awareness of available childcare resources.
- Advocate for childcare needs through the facilitation of a childcare coalition.
- Connect with workplace to identify ways they can support their working families with childcare assistance.
- Coordinate with the other Navigators as part of the Stable Families Navigation team.

Program Development & Administration

- Develop and maintain a comprehensive database of childcare providers and eligibility requirements.
- Create and update a Childcare Resource Guide for families and partners.
- Maintain accurate client records, service data, and required reports.
- Design and refine intake and assessment tools to better identify family needs.
- Research gaps around childcare systems, subsidy programs, and best practices.
- Develop standard operating procedures for navigating childcare certificate programs.

Qualifications

- Bachelor's degree in social work, early childhood education, or related field (or equivalent experience)
- Experience in case management, family services, or community-based programs.
- Strong interpersonal, communication, and organizational skills.
- Cultural competency and the ability to work effectively with diverse populations.
- Detail-oriented with the ability to manage documentation and data accurately.
- Comfortable engaging with a variety of audiences, including families, providers, and corporate/community partners.
- Proficiency with databases, Microsoft Office, and general office technology.
- Knowledge of childcare systems and public benefits is preferred.
- Bilingual skills are a plus, but not required.

Salary & Benefits

- Salary: \$40,000/year
- Health benefits paid by company
- Dental & Vision options available
- Paid time off & holidays
- Retirement plan options
- Life, Short-term & long-term disability plans paid by Company
- Professional development & training opportunities
- Supportive, mission-driven work environment
- Opportunities for community engagement and networking

Why You'll Love Working with Us

At United Way, you'll be part of a mission-driven team dedicated to strengthening families and building a more resilient community. You'll build meaningful relationships, help remove barriers for families in crisis, and play a key role in transforming lives across the Ocoee Region.

How to Apply

Send your Resume and a cover letter to apply@unitedwayocoe.org