



State of Oregon Position Description

Company: Department of Early Learning and Care
Organization: Field Operations Office, Child Care Licensing Division
Service Type: Representable Classified

SECTION 1. POSITION INFORMATION

Job Profile Title:	Compliance Specialist 2	Job Profile ID:	C5247
Business Title:	Bilingual Licensing Specialist	Position ID:	2510509
Employee Name:		Company ID:	58800
Representation:	OAS	Budget Auth No:	
Location:	Redmond Field Office DELC		
Supervisor:	Austin Solterbeck (Compliance & Regulatory Manager 1)		
Position:	Licensing Specialist (Compliance Specialist 2)		
Time Type:	Full Time		
FLSA:	Non Exempt		
Exempt Reason:			
Overtime Eligible:	Yes		
Employee Type:	Permanent		

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

The Department of Early Learning and Care (DELC) is a new Oregon state agency that supports the development and well-being of all Oregon children and ensures families in every corner of the state have access to high-quality early learning and care. DELC also supports child care professionals by providing technical assistance, professional development opportunities, business services, licensing, grants and other resources. DELC was created by the Oregon Legislature in 2021 to unify and strengthen Oregon's early learning system. On July 1, 2023, DELC was established, bringing together the Oregon Early Learning Division (from the Department of Education) and the Employment Related Day Care (ERDC) program (from the Department of Human Services). The mission of the Oregon Department of Early Learning and Care (DELC) is to foster coordinated, culturally appropriate and family-centered services that recognize and respect the needs of all children, families and early learning and care professionals. Our vision is that children, families, early care and education professionals and communities are supported and empowered to thrive.

The primary purpose of the position is to promote the health, safety, and well-being of children in child care facilities through licensing or health and safety reviews for regulated subsidy programs. Staff conduct initial licensing visits, pre-certification consult visits, announced and unannounced review and monitoring visits, regulated subsidy reviews, assess complaint allegations against

licensed facilities and allegations of possible unlawful care against unlicensed facilities. Staff apply complex federal, state, and local statutes, codes, rules, and policies related to child care licensing and regulated subsidy programs. Licensing Specialists provide technical assistance to providers and facility staff to aid in compliance with regulations and provide consultation and resource information on state quality initiatives intended to improve child outcomes. There is considerable contact with collateral agencies such as the local fire marshal, health and sanitation, USDA food program sponsors, child care resource and referral agencies, training resources, professional organizations and the public.

The position serves one or more counties for the purpose of conducting regulated subsidy reviews, licensing child care centers, certified family child care homes and registered family child care homes. This position ensures that Child Care licensing and review functions are carried out in conjunction with DELC equity policies and practices.

SECTION 3. JOB DESCRIPTION

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E) or "Non-Essential" (NE) function.

60% R E

Inspections and Determining Compliance

Independently maintain a schedule of child care provider visits, prioritizing based on directives from CCLD. Contact child care providers to schedule visits. Inspect and evaluate various child care settings, including licensed and unlicensed settings, in homes and in commercial buildings, to determine compliance with applicable statutes and rules. Time is spent traveling to and from child care sites. Conduct on-site reviews of child care settings in a variety of visits, announced and unannounced, including but not limited to pre-certification visits, initial inspections, renewals, health and safety reviews, monitoring, compliance verification, technical assistance visits, serious injury visits and complaints. Review facility documentation, policies, and procedures to determine compliance. Analyze information obtained through interviews, observation, and investigation to determine compliance with regulations and need for corrective action. When standards are not met, determine the degree of risk to the health, safety and well-being of children. Make compliance related decisions through internal staffings using a team approach. Develop and verify implementation of appropriate corrective action steps. Respond to urgent and emergency situations on-site at child care businesses, and assist a team to make recommendations which may immediately impact children, families and business operators. Assist business operators who are out of compliance with the development of practices and procedures intended to meet standards and reduce risk to children. Provide technical assistance and support during on-site visits to educate business operators on rules and statutes and how to maintain compliance. Provide consultation and resources to support quality improvement.

Illegal Operations: Investigate illegal, unlicensed child care operations and take required action under statute, rule, and policy. These investigations may require working with other regulatory agencies that have jurisdiction over the facility in order to bring the facility into compliance with laws, codes and rules. It may involve working with the Legal and Enforcement Director, law enforcement, DHS Child Welfare, and/or the Attorney General's office if further legal action is necessary.

20% R E

File Maintenance and Documentation

Timely completion and maintenance of documentation, data entry, redactions and filing, and visit preparation. Provide documentation of compliance/non-compliance to central office or the DPU unit for regulated subsidy programs. Gather and process data related to quality initiatives. Write according to professional standards needed for public records. Maintain a thorough historical record in CCLD's data system by documenting a variety of contact types including, but not limited to, licensing visits, regulated subsidy visits, complaints, monitoring visits, phone contacts, conditions, and exceptions. Capture, retrieve, and maintain accurate data. Maintain electronic and paper files and archiving per internal policies and procedures.

10% R E

External Communication

Answer telephone calls, emails and other inquiries to provide the public, applicants and child care businesses information about statutes, administrative rules, policies, and procedures applicable to licensed child care facilities prior and during the licensing process. Provide technical assistance to potential and current child care businesses. Provide information and resources regarding how to utilize various programs. Provide consultation on best practices to child care businesses. Consult with child care providers regarding quality initiatives. Communicate with external partners such as Child Care Resource and Referral, Child welfare, local and state fire marshal, local environmental health, ODHS direct pay unit, and USDA food program regarding child care programs.

5% R E

Internal Communication

Communicate with CCLD/DELC colleagues via telephone, emails and other virtual platforms. Attend internal meetings, conferences and trainings. Participate in quality assurance initiatives and DELC/CCLD initiatives.

5% R NE

Other duties as assigned or requested

Training and observing new staff. Participation and/or management of special projects or committees and licensing policy development. Participation on various local and state work groups focusing on child care and licensing. Office management duties e.g. incoming and outgoing mail, car maintenance, travel logs/mileage reporting, use of copy and fax machines, and phone system.

At all Times - Commitment to Equity

Equity Lens: Designs and/or asks sets of questions to identify and eliminate disparate results-outputs, outcomes, impacts- of policies, programs, and practices for underserved/under-represented community members*

Equitable Workplace: Demonstrates cultural consciousness, commitment, and behavior, to improving an inclusive workplace climate for everyone.

Equitable Results: Produces results, i.e., outputs, outcomes, or impacts from programs and decisions toward closing disparities for under-represented community members* and improving results for everyone.

* Underserved/Under-represented community members: e.g., people of color; people with disabilities; LGBTQ+, etc.; and new immigrant populations.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

In addition to CCLD field office and other community business offices, the person in this position must travel to child care facilities in rural and urban settings. The position requires extensive work outside the field office, traveling to child care sites. This position may come into contact with individuals who may be angry or frustrated. Depending on geographic location, occasional overnight travel is required. The work is both indoors and outdoors when evaluating the premises of a facility. Fieldwork presents potential hazards such as inclement weather and hostile animals. In addition, there may be unknown danger such as drugs, firearms, and confrontational individuals.

Office environment requires daily use of computer or data systems and web based applications to perform daily functions and services including the time system, car reservations, and the intranet site.

This job may require an individual to work outside a regular work schedule and frequently requires adjustments to break times.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Oregon Revised Statutes Chapter 329A, Oregon Administrative Rules Chapter 414, CCLD licensing manuals and publications, public record laws, confidentiality laws, Collective Bargaining Agreements, all Statewide policies and procedures (State Procurement, Human Resources, Risk and Safety, Fleet, Facilities, PEBB and EAP, etc.)

How are these guidelines used?

Licensing Specialists use the CCLD licensing manual to ensure consistent practice across the state. Other guidelines are used to ensure that DELC operational practices are consistent with applicable statutes, contracts, rules, regulations and best practices.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who	How	Purpose	How Often?
Applicants and Child Care Businesses, Potential Applicants/Providers	In Person, by mail, email or telephone	Determine compliance; provide technical assistance	Daily
Business/Community/Parents/Child Care Partners	In Person, by mail, email or telephone	Provide/share information/coordination of services	Monthly
CCLD Central Office	In Person, by mail, email or telephone	Coordination, determine compliance	Daily
City and County Regulatory Agencies	In Person, by mail, email or telephone	Determine compliance	Monthly
General Public	In Person, by mail, email or telephone	Information	Weekly
Law Enforcement/DHS	In Person, by mail, email or telephone	Determine safety of children and facility compliance	As Needed
USDA Food Sponsors	In Person, by mail, email or telephone	Share information	Monthly

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

A licensing specialist makes decisions daily that impact the quality, safety and availability of child care in Oregon. A licensing specialist works independently on-site without immediate supervision or opportunity for immediate consultation. Staff are stationed statewide. Decisions are made within the context of competing demands of child care constituents: parents of minor children, child care businesses and the community. Decisions are made regarding whether the child care facility meets the requirements for safe and developmentally appropriate child care. Decisions may address appropriate discipline practices, health and safety practices, nutrition, materials and equipment, space planning and review of staff training and qualifications. Licensing specialists may review floor plans and calculate the capacity of the facility, which may affect staffing requirements and potential income.

A licensing specialist decides whether to recommend approval of a regulated subsidy program, issue a temporary or regular license and the conditions on the license. A licensing specialist may recommend suspension, denial or revocation of a license. Decisions are made based on observations, interviews and review of records to determine compliance with statutes and rules. Regulation may include corrective action plans, civil penalties, suspension, denial or revocation of the license. Sanctions could result in a contested case hearing.

Child care certification and registration, along with regulated subsidy program reviews applies apply to facilities operated by private business, private party providers, and nonprofit agencies. This position has the responsibility to regulate child care facilities regarding the health and safety conditions surrounding children in care. The interpretations of statutes and administrative rules made by the licensing staff affects the health and safety of more than 48,000 children in Oregon, staff and operators, and the community at large.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Compliance & Regulatory Manager 1		In Person, by mail, email or telephone	Regularly	Determine accuracy and timeliness of work for licensing Guidance, support and consistency in regulation for licensing Career growth, identify opportunities for development for licensing

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This is a sensitive position that deals with the safety and well-being of children and the stability of child care businesses. The individual in this position must possess knowledge of child development, early childhood education and health and safety requirements. A Bachelor's Degree in a field related to early childhood is preferred. Licensing Specialists prioritize a heavy workload with frequently changing demands and exercise problem solving, mediation, and conflict management skills daily.

To the community at large, licensing specialists represent the agency and are asked to mediate and provide information as well as to interpret statutes and administrative rules. The licensing staff must be able to make decisions independently without immediate consultation. Certification, registration and regulated subsidy reviews impact the safety, health, and development of children.

Licensing Specialists are expected to consistently treat customers, community members, partners and coworkers with dignity and respect.

As a condition of employment, the individual in this position will be subject to both Child Protective Services and Criminal History checks, including FBI fingerprinting, and will be required to be enrolled in the Central Background Registry. Adverse background data may be grounds for immediate disqualification. Licensing specialists must have a valid driver's license and a satisfactory driving record, or the ability to provide a satisfactory alternate mode of transportation. Licensing Specialists are required to maintain compliance with Criminal Justice Information Services (CJIS) policies.

All positions within DELC require employees to serve as a "mandatory reporter" of child abuse.

This is a bilingual position. The person in this position must read, write and speak a language other than English (Spanish) fluently and will:

- Work with monolingual non-English speaking individuals.
- Be available and responsive to assist other staff in working with non-English speaking individuals.
- Take on other bilingual language duties as requested, i.e. proofreading correspondence, translating basic documents, and answering phone calls.

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount	Fund Type
----------------	-----------------	-----------

SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee

Date

Manager

Date

Appointing Authority

Date