

Job Description

Job Title:	Child Care Manager
Department:	Child Care
Reports To:	Director of Child Care
FLSA Status:	Exempt
Approval Date:	June 22, 2021
Review/Revision Date:	June 22, 2021
Salary Range:	\$63,070 - \$93,874
Funding:	Grant
Duration:	Indefinite

ORGANIZATION AND PURPOSE

Workforce Solutions Alamo is a nonprofit organization that serves as the leadership and governing body for the region's workforce development system. Workforce Solutions Alamo is responsible for over \$100 million dollar budget consisting in local, state, and federal funds. Our mission is Working to Strengthen the Alamo regional economy by growing and connecting talent pipelines to employers. We are guided by the core values of Integrity, Excellence, Innovation, Collaboration, and Accountability.

Workforce Solutions Alamo is governed by a 25-member Board of Directors that reflects the diverse constituencies of the regional community: business, economic development, education, labor, community organizations, and government. Our service area includes the counties of Atascosa, Bandera, Bexar, Comal, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Medina, McMullen, and Wilson.

GENERAL DESCRIPTION

The Child Care Manager is responsible for ensuring the effective planning, administration, and operation of the Workforce Solutions Alamo Board funded programs by the Contractor(s). The Child Care Manager is responsible for evaluating and monitoring the implementation of written policies and procedures related to Texas Workforce Commission/Board funded programs under Child Care Service & Child Care Quality grants. The Child Care Manager will schedule and coordinate planning meetings with partner agencies, program Contractor(s), educational institutions, and other agencies/organizations that contribute to the workforce development system. The Child Care Manager will design and oversee the continuous improvement efforts of the program Contractor(s). The Child Care Manager will be responsible for the evaluation of program performance and operational efforts by the Contractor(s); Develop, negotiate, and oversee contracts, projects and initiatives undertaken by the Board, ensuring that they are successful. The Child Care Manager will assist other Board staff in the development of the Board's Integrated Plan to include goals and objectives, strategies, budgets, and plan narratives.

The Child Care Manager will provide day to day leadership and work with staff to ensure a high performance, customer service-oriented work environment which supports achieving WSA objectives and service expectations; provide leadership and participate in programs and activities that promote a positive employee relations environment. The Child Care Manager will exercise discretion and independent judgement in matters of significance as related to the management of business operations of the agency.

A position utilizing this clarification will be designated as security sensitive, according to Vernon's Texas Codes Annotated, Labor Code, Section 301.042.

Essential Duties and Responsibilities:

Program/Contract Management: Appx 35%
External Focus: Appx. 35%
Department Management: Appx 20%
Supervisory Responsibilities: Appx 10%

- Reviews laws, guidelines, procedures, rules/regulations, and monitors compliance for Child Care program(s) and initiatives.
- Reviews results of fraud investigations, internal audits, research studies, forecasts, and modeling exercises to provide direction and guidance.
- Assists in development and/or revision of policies, procedures, and instructions for the administration and operation of TWC-funded Board workforce development programs –Child Care Services, Child Care Quality and TWC contracts for special initiatives.
- Assists contractor in developing plans for quality initiatives, which may include contracting for services, coordination with other partners, and evaluating effectiveness of activities.
- Manages & Monitors contract fund allocations, utilization, and contract budget expenditures, prepares spreadsheets including budget projects and adjustments, billing rejections/resolutions in accordance with state, program, and regional requirements.
- Reviews and monitors current Child Care enrollment and compares to state performance targets, maintains ongoing communication with contractor to ensure compliance & targets are met.
- Conducts on-site monitoring of contractor(s) to ensure compliance with contract terms, federal and state rules, regulations, and requirements. Evaluate Contractor program operations, provide technical assistance to Contractor staff, and make recommendations for program administration, operations, and continuous improvements.
- Design and oversee a continuous improvement function for Board programs in coordination with Contractor staff. Provide input to Child Care Director and make recommendations for improvements to programs and Board operations.
- Identify, develop, and maintain workforce development partnerships and network with other program coordinators in the State.
- Prepares materials for and support completion of monthly reports and budgets as requested.

- Directs & reviews the preparation of departmental budgets, monthly program operations and financial reports and provides approval.
- Plans, directs, and manages the work of assigned staff; identifies & participates in professional development through appropriate conferences, workshops, seminars, and/or webinars to elevate the quality of services provided by department.
- Performs program research and effectiveness evaluation including statistical analysis, performance measures, performance forecasts, goals accomplished, timetables, outcomes, and outputs, create syntax for compiling and managing data, and data manipulation and analysis of Child Care program(s).
- Prepares materials for & supports completion of monthly reports/budgets and produces written summaries, materials, documents, statistical and other reports to include conclusion and recommendations.
- Coordinates, disseminates, interprets, and responds to requests for information, statistics, and data pertaining to Child Care, requested by the Executive Director, board members, Chief Elected Officials, Contractor(s), partner agencies and the public.
- Identifies, develops, and maintains workforce development partnerships, participating in & representing the Board at legislative sessions, professional conferences, workshops, partnership meetings and workgroups concerning Child Care Services. May additionally be asked to serve as representative of WSA on boards, panels and/or committees.
- Ensures contracts & Statements of Work are developed and properly prepared, procured, negotiated, amended, submitted, and maintained, in accordance with the TWC Financial Manual for Grants and Contracts, federal, program, and regional requirements.
- Performs and oversees Quality Assurance activities to ensure contractor performance/compliance with the contract according to federal, state, program, and regional expectation/requirements for Child Care programs.
- Responds appropriately, professionally, and timely to requests for information, clarification and/or assistance received from the Director of Child Care, Executive Team, Board members, Chief Elected officials, contractor(s), partner agencies and the public.
- Receives, investigates, processes, and reports all program and discrimination customer concerns/complaints.
- Uses computer applications and management information systems effectively.
- ❖ *Above does not reflect a comprehensive listing of activities, duties or responsibilities that are required of employee. Duties responsibilities and activities may change, or new ones may be assigned at any time with or without notice.*

GENERAL/ORGANIZATIONAL COMPETENCIES

Quality/Compliance: Achieving a standard of excellence with our work processes and outcomes, honoring WSA policies and all regulatory requirements.
Communication: Balancing listening and talking, speaking, and writing clearly and accurately, influencing others, keeping others informed.
Initiative: Taking ownership of our work, doing what is needed without being asked, following through.
Efficiency: Planning, managing time well, being on time, being cost conscious, thinking of better ways to do things.
Customer Focus: Striving for high customer satisfaction, going out of our way to be helpful and pleasant, making it as easy as possible on the customer rather than our department or Workforce Solutions Alamo (WSA).
Collegiality/Collaboration: Being helpful, respectful, approachable and team oriented, cooperating with others, inside and outside the organization, to accomplish objectives to build and maintain mutually beneficial partnerships, leverage information, and achieve results.
Integrity/Transparency: Upholds social, ethical, and organizational norms and values; firmly adheres to codes of conduct and ethical principles; behaves consistently, and is open, honest, and trustworthy; acts without consideration of personal gain.
Continuous Learning & Self Development: <i>Being receptive to feedback, willing to learn, embracing continuous improvement, proactively investigating new perspectives, approaches and behaviors.</i>
People Management (for those with direct reports): <i>Setting clear expectations, reviewing progress, providing feedback and guidance, holding people accountable.</i>

GENERAL QUALIFICATIONS

To perform this job successfully, the individual must be able to perform each essential job duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of local, state, and federal laws and regulations relevant to [Child Care & Child Care Quality] program areas and of the principles and practices of public administration and management.
- Knowledgeable of Workforce development programs: WIOA, SNAP E&T, TANF CHOICES, Migrant Seasonal Farm Workers, TAA, RESEA, Child Care Services
- Knowledgeable of Child Care Services including Quality Improvement Assurance of Child Care provider network
- Ability to direct and organize program activities; to establish program goals and objectives that support the strategic plan; to identify problems, evaluate alternatives, and implement effective

- solutions; to develop and evaluate policies and procedures; to direct the development of program policies and procedures; to prepare concise reports; to make presentations and testify at hearings; and to plan, assign, and/or supervise the work of others
- Effective skills in program planning, developing, and implementing.
 - Familiar with statistical analysis and policy research.
 - Demonstrated proficiency in establishing systems for conducting analysis and compiling for reports.
 - Demonstrated ability to develop and deliver both oral and written presentations.
 - Ability to utilize modern research methods for data collection and analysis
 - Knowledgeable of information, current literature, and recent developments in Child Care.
 - Experienced in administrative and related business principles.
 - Demonstrated experience using computer & technology applications to include word processing, spreadsheets, databases, statistical packages, presentation/graphics, and related software.
 - Demonstrated proficiency in business letter writing, grammar and punctuation, and report preparation.
 - Ability to apply knowledge to data, policy, and process analysis.
 - Capable of reaching sound conclusions and making recommendations.
 - Ability to establish priorities and manage multiple activities to meet agency deadlines, perform multiple tasks, and organize diverse activities.
 - Ability to formulate broad perspectives.
 - Ability to organize and maintain appropriate records for Child Care program.
 - Capable of explaining complex issues, policies, procedures, planning and/or program objectives in a concise manner to groups and public.
 - Ability to work independently with minimal guidance and as part of a team.
 - Strong interpersonal skills including tact, diplomacy, discretion, initiative, and flexibility to work effectively with, establish and maintain effective working relationships with Board and Contractor staff, representatives of outside agencies, Chief Elected officials, senior administration, staff, and the public.
 - Proficiency in reading, writing, and speaking English.
 - Capable of coordinating work of others.
 - Experience in conducting interviews and group meetings.
 - Excellent verbal and written communication skills.
 - Ability to initiate and develop projects and programs.
 - Experienced in coordinating & evaluating program activities
 - Ability to direct and organize program activities

EDUCATION AND EXPERIENCE

Graduation from an accredited four-year college or university required, Master's Degree preferred. Six (6) years' experiences in the Child Care Services (CCS) including related programs/services (e.g., Quality Improvement Activities and initiatives), or a similar childcare program, including strategic planning, policy development and implementation, or monitoring, three (3) years of which must have been in an administrative management, oversight, or supervisory capacity; or an equivalent combination of experience, training, and/or education approved by the agency.

OTHER QUALIFICATIONS

- Must be legally eligible to work in the United States.
- Will require occasional in-region and out-of-region travel; Must have proof of valid driver's license and current auto insurance; must provide own transportation when on company business.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. See the Job Activity Requirements for the Essential Job Functions attached and description of the work environment.

Workforce Solutions Alamo is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. The position will close when filled.

Equal Opportunity Employer