



Child Care Coordinating Council, Inc of San Mateo County

JOB DESCRIPTION

Title: Program Manager
Reports To: Director of Programs
Department: Community Programs
Classification: Exempt
Hours: 40 hrs/week, 8:30AM to 5:00PM Mon-Fri, with some evening and weekend shifts, as needed

PRINCIPAL RESPONSIBILITIES:

Under the direction of the Director of Programs, responsible and accountable for specific program duties related to 4Cs' Community Programs, including staff supervision, policy development, and expense management.

PRIMARY DUTIES:

- **Program Management:** Ensure delivery of programs in accordance with 4Cs' goals and contract requirements. Oversee day-to-day operation of programs and staff that include providing child care and resource referrals, facilitating workshops, supporting family child care, and advocacy. Evaluate programs and services, utilizing results to recommend program improvements. Identify opportunities to expand current programs and look for new program opportunities.
- **Staff Supervision:** On a daily basis, supervise community programs staff. Provide performance assessments, coaching, and training on a regular basis; develop annual goals for program staff and conduct performance reviews; follow all 4Cs procedures, and state and Federal laws, regarding employment processing, recruitment and selection, hiring, termination, and other personnel actions. Consistently review and update training materials and department protocols.
- **Provide financial oversight to programs:** Assist with budget development and monitoring of monthly financial statements; working with executive leadership, assist with grant proposals related to programs and develop plans for financial sustainability of the program activities.
- **Client Service:** Recommend and implement improvements to client service standards and delivery in accordance with Board approved mission and strategic plan. Conduct outreach to clients and community partners to promote services across San Mateo County and receive feedback on program performance. Maintain high department standards and integrity.
- **Agency Representative:** Act as 4Cs representative in countywide meetings as needed; collaborate with other community organizations, associations, local government and community colleges; maintain collaborative relationships and frequent communication with Community Care Licensing.
- **Data collection and reporting:** Support quality control for data collection and reporting regarding participants in 4Cs programs; maintain communication with project funders. Provide quality control regarding all program databases; Conduct data quality reviews and provide ongoing analysis and summaries; Completion of reporting and program monitoring to ensure service delivery and renewal of funding.
- **Contract management:** Develop and monitor program contracts to ensure compliance with contract and funding requirements, scope of work, budget, and performance measures.
- **Overall:** Follow the 4Cs employment handbook; Foster collaborative efforts within the department and enthusiastically carry out overall agency goals and mission.
- **Other miscellaneous duties as assigned**

RELATIONSHIPS:

- Maintain relationships that facilitate the exchange of complex program information and activities within the program, department and agency-wide staff
- Encourage integration and collaboration within and between teams



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- Maintain a high level of constructive engagement with countywide leadership groups and other advisory committees, target populations and other community groups.
- Maintain confidentiality related to 4Cs services and internal operations.
- Maintain effective, proactive communications with CDE Program Consultants responsible for R&R contract, Community Care Licensing, CA R&R Network, Quality Consortium of San Mateo County, Ability Path, First 5 partners and other external stakeholders

NUMBER OF EMPLOYEES SUPERVISED:

Directly: 4-6 Indirectly: 0

MINIMUM QUALIFICATIONS:

- BA degree or equivalent in Public Administration, Business, social work, or other related field, MA preferred
- 3-5 years program management and supervisory experience specifically in the fields of family support, ECE or social services, including budget oversight, program assessment, data analysis, performance measurement, and evaluation of program outcomes
- Bilingual in English/Spanish required
- Basic knowledge of special needs resources and child care and development delivery systems
- Experience with training, coaching, and effective performance management strategies.
- Strong organizational skills; ability to prioritize tasks and handle multiple responsibilities
- Strong computer skills, including working knowledge in MS Office, including Word, Excel, Access, and PowerPoint
- Ability to provide culturally responsive services and work with a diverse staff and clientele in an empathetic and non-judgmental manner.
- Must demonstrate acceptable level of maturity, emotional stability, and sound judgment to provide effective services to diverse populations.
- Excellent interpersonal and communication skills, oral and written, including ability to listen, clearly articulate needs, compose documents, and speak publicly as a representative of 4Cs.
- Flexible, deadline-driven, and customer service oriented

SPECIAL QUALIFICATIONS:

- Familiarity with developmental screening tools
- Broad knowledge of child development and issues related to the field of ECE
- Knowledge of state licensing regulations for child care centers and family child care homes

SOME OF THE ESSENTIAL PHYSICAL REQUIREMENTS:

- Sitting at a desk 85% of the time at the Agency's office in San Mateo. This includes typing on a computer and mouse 60% of the time and talking on the phone 25% of the time.
- Represent the Agency at offsite meetings and training 15% of the time. Requires travel by personal vehicle up to a distance of 300-miles roundtrip. Also requires sitting during meetings for durations of up to 5 hours.
- Filing
- Lifting boxes up to 20 pounds

DELIVERABLES:

- Achieve a minimum of 90% compliance on all grant & contract objectives
- Meet or exceed fiscal objectives as defined in annual Budget & plan
- Timely completion of reports and reapplication for funds
- Written policies, procedures, performance standards and forms as required
- Increase public's utilization of 4Cs services
- Customer satisfaction survey, data analysis and written customer service standards

Revised October 2020