



Child Care Coordinating Council, Inc of San Mateo County

JOB DESCRIPTION

Title: Director of Programs

Reports to: Deputy Director

Classification: Exempt

Hours: 40 hrs/week, 8:30AM–5:00PM Mon–Fri (with some evening/weekend shifts as needed)

Department: Programs

Position Summary: The Director of Programs provides strategic leadership across multiple departments and multidisciplinary teams at 4Cs of San Mateo County. This role supervises program managers, ensures program excellence and integration, and drives organizational growth. The Director develops leadership capacity among managers, guides staff through change management initiatives, and fosters a strengths-based culture of accountability while advancing program quality, sustainability, and impact. This role also serves as a key member of the Executive Leadership Team, contributing to agencywide strategy, cross-functional initiatives, and organizational decision-making in close partnership with the Deputy Director. The Director exercises significant decision-making authority over program strategy, resource allocation, and operational priorities, with accountability for program performance, compliance, and outcomes.

PRIMARY DUTIES:

Program Leadership & Strategic Development

- Provide oversight of multiple departments and multidisciplinary teams, ensuring cohesive service delivery and program integration.
- Develop and implement strategic initiatives for program growth, innovation, and sustainability.
- Ensure programs comply with contracts, grants, and federal, state, and local regulations.
- Analyze program evaluation data to identify trends, improve effectiveness, and communicate outcomes to leadership.
- Refine policies, procedures, and operational systems to support program quality and scalability.
- Provide strategic input into, and lead the development, negotiation, and implementation of contracts with public and private funders.

Managerial Leadership & Staff Development

- Supervise Program Managers and indirectly oversee multidisciplinary teams across departments.
- Build managerial leadership capacity, coaching managers to move beyond day-to-day operations toward strategic thinking.
- Establish clear expectations, measurable outcomes, and accountability systems across teams.
- Support managers in addressing performance challenges constructively, reducing conflict avoidance.
- Develop annual goals, conduct performance evaluations, and implement professional development plans.
- Foster a culture of collaboration, high performance, and continuous improvement.

Change Management & Organizational Growth

- Lead change management initiatives related to program growth, restructuring, and operational improvements.
- Guide teams through organizational transitions with clarity, communication, and consistency.



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- Contribute to the development and implementation of agencywide initiatives, serving as a thought partner to the Deputy Director and Leadership Team to align program strategy with organizational priorities.
- Identify operational inefficiencies and implement process improvements.
- Promote adaptability and innovation across departments to support organizational growth.

Financial Oversight & Program Sustainability

- Collaborate with the Director of Finance to develop and monitor program budgets.
- Support managers in understanding financial performance and making strategic budget decisions.
- Ensure programs operate within budget while meeting performance objectives.
- Identify opportunities for sustainable funding and participate in proposal development.

Agency Representation

- Represent 4Cs at County, State, and community meetings, collaboratives, and professional associations.
- Monitor and provide input on legislation, policies, and regulations affecting programs.
- Support communications and marketing efforts, including website and social media platforms, as needed.

DELIVERABLES:

- Drive measurable improvements in program outcomes and foster innovation across the organization.
- Achieve compliance with all contract and grant requirements and reporting deadlines.
- Meet or exceed programmatic, financial, and operational objectives.
- Strengthen managerial leadership and accountability across programs.
- Successfully lead change management and organizational growth initiatives.
- Implement measurable improvements in program quality, integration, and client satisfaction.
- Increase community awareness and utilization of agency services..

RELATIONSHIPS:

- Foster open, professional, and collaborative communication with 4Cs staff, program managers, and leadership teams to support teamwork and organizational goals.
- Maintain professional and constructive relationships with internal staff, consultants, and multidisciplinary teams across departments.
- Develop and maintain partnerships with local elected officials, County agencies, State regulators, community organizations, and other stakeholders to advance 4Cs' programs and mission.
- Represent 4Cs externally at meetings, collaboratives, and events with professionalism and integrity.
- Uphold confidentiality regarding agency services and internal operations, ensuring client privacy and data protection.
- Engage with countywide leadership groups, advisory committees, and target populations to inform program development and community impact.



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MINIMUM QUALIFICATIONS:

- Bachelor's Degree in relevant field; Master's degree in Business Administration, Public Administration, Organizational Leadership, or Child Development preferred.
- 5–8 years of progressive leadership experience in program management, preferably with oversight of multiple teams or departments.
- Experience supervising managers and building leadership capacity.
- Strong program development, strategic planning, and change management skills.
- Experience creating accountability systems and fostering a strengths-based culture.
- Passion for early childhood education.
- Experience managing program budgets and financial performance.
- Excellent critical thinking, problem-solving, and organizational skills.
- Strong written and verbal communication skills.
- Valid CA driver's license and reliable transportation.

SPECIAL QUALIFICATIONS:

- Knowledge of California Department of Social Services regulations and policies preferred.
- Familiarity with child care field, CA Resource and Referral Network, and Alternative Payment Programs.
- Knowledge of San Mateo County, particularly regarding early care and education, preferred.
- Bilingual in Spanish desirable.

Salary and benefits: The salary range for this position is **\$150,000–\$165,000 annually**, with placement within the range based on qualifications, experience, and internal equity. This is a full-time, exempt, benefits-eligible position. Benefits include medical, dental, and vision insurance; paid time off and holidays; access to a 401(k) retirement plan; and additional wellness and work-life benefits.

To Apply: Send resume and a cover letter to thughes@sanmateo4cs.org. Please note that only candidates who are being actively considered will be contacted. This position will remain open until filled.