



Operations Director Child Care Resource and Referral

CCR&R/2

JOB SUMMARY

This position is responsible for supporting the operations of the Child Care Resource and Referral agency within a 52 county service area. This ensures appropriate and consistent communication between home office staff and management.

MAJOR DUTIES

- Supervises and support day-to-day activities of home office Training & Technical Assistance Coordinators.
- Conducts quarterly caseload program file audits for evaluation.
- Maintains daily phone and email correspondence.
- Implements program site visits and onsite audits annually to evaluate fieldwork.
- Collects, reviews and analyzes crucial programmatic child care data and statistics.
- Devises data reports/spreadsheets for monitoring purposes to DECAL.
- Collects and reviews child care program Plan of Improvement (POI) copies, timelines, and progress of child care providers.
- Assists in developing and monitoring professional development plans for Training & Technical Assistance staff.
- Recommends training updates for the development and/or implementation of trainings to meet the needs of providers in Region 4.
- Writes training curricula as needed.
- Supports TAC staff through the state training approval process and subsequent training development.
- Assists in the review and revising of technical assistance policies, procedures and systems.
- Assists in conducting quarterly all-staff meetings.
- Conducts resource meetings on the Cordele campus as needed.
- Performs related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of adult education practices.
- Knowledge of Georgia child care licensing rules and regulations.
- Knowledge of Child Care Environmental Rating Scales and staff management practices.
- Knowledge of college policies and procedures.
- Knowledge of computers and job-related software programs.
- Ability to work independently.
- Skill in organization and project management.
- Skill in decision making and problem solving.
- Skill in interpersonal relations and in dealing with the public.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Executive Director assigns work in terms of department goals and objectives. The supervisor reviews work through conferences, reports, and observation of department activities.

GUIDELINES

Guidelines include Georgia child care rules and regulations, Child Care Environmental Rating Scale standards, the Board of Regents Procedures Manual, federal agency and grant program guidelines. These guidelines require judgment, selection and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied management and supervisory duties. Strict regulations contribute to the complexity of the position.
- The purpose of this position is to manage the college's Child Care Resource and Referral functions. Success in this position ensures compliance with all federal, state and private regulations and requirements.

CONTACTS

- Contacts are typically with co-workers, other college employees, child care providers, representatives of the Board of Regents, representatives of peer institutions, representatives of federal and state agencies, and members of the general public.
- Contacts are typically to provide services; to give or exchange information; to resolve problems; to motivate or influence persons; or to justify, defend or negotiate matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping.
- Work hours and location may be flexible which include evening, holiday or weekend work required.
- Extensive travel required (position is a home office position and exists anywhere within the 52 county service area and requires weekly daytime travel and occasional overnight travel for meetings).

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Technical Assistant Support Team Leader (1), Lead Training and Technical Assistance Coordinator (5), and Training & Technical Assistance Coordinator (10).

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a bachelor degree in a course of study related to the occupational field, master's degree preferred.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the agency in order to direct and coordinate work within the department, usually interpreted to require three to five years of related experience.