



Technical Assistance Support Team Leader Child Care Resource and Referral

CCR&R/3

JOB SUMMARY

This position is responsible for providing substantial training, technical assistance (coaching, modeling and mentoring) and resources to licensed and registered child care facilities throughout a 52 county service area to improve quality for licensed center, school age, and family home care.

MAJOR DUTIES

- Maintains onsite caseload of up to 10 programs for Quality Rated.
- Monitors and evaluates technical assistance coordinators and provide recommendations.
- Evaluates training delivery, attending a minimum of one QR training per month.
- Assists with onsite CCR&R Technical Assistance Coordinators with baseline and mock assessments as needed.
- Assists in the review of the Plan of Improvement (POI) as needed.
- Researches and serves as liaison to QR Training and Technical Assistance Coordinator.
- Serves as liaison between the Training Administrator and early learning program directors helping inform and encourage professional development and higher education.
- Assists with evaluating of TAC child care program file audits.
- Provides support to counties with low recruitment for Quality Rated.
- Provides support to Technical Assistance staff and the Executive and Operations Directors.
- Complies with essential functions applicable to CCR&R Technical Assistance Coordinators such as acquisition of trainer approval, provision of training, proficient use of assessment tools, proper documentation and participation in continuing education.
- Assists in conducting quarterly all-staff meetings.
- Assists with TAC resource meetings 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 Operations 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

None.

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.