



Family Services Manager – Belle Glade

SUMMARY:

The Family Services Manager position is primarily responsible for managing a team that provides enrollment and eligibility services for all School Readiness (SR), Voluntary Prekindergarten (VPK), CSC Scholarship, Head Start and Early Head Start childcare programs. This position requires comprehensive knowledge of the services provided.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- On sight manager responsible for overseeing the day-to-day operations at an ELCPBC location.
- Monitor progress and oversee delivery of services and problem solve.
- Evaluate and improve the efficiencies of business processes and procedures to enhance response time, quality, efficiency, and output.
- Administrates office operations and procedures.
- Ensures staff maintenance of confidentiality with highly sensitive information.
- Plan and implement systems that perform the work and fulfill the mission and the goals of the department efficiently and effectively.
- Trains staff in offering parents access to the child development screening during enrollment and eligibility appointment inclusive of providing an informed consent/decline for services.
- Trains and mentors' staff on providing a high level of customer service to internal and external customers.
- Respond to client grievances.
- Assists in maintaining relationships with outside agencies as requested, provide information about SR and VPK programs and options available when selecting a childcare/early learning provider.
- Communicate regularly with other managers, the directors, vice president and other designated contacts within the organization. Maintain the SPE Waiting List and VPK applications.
- Work with the Director and Family Services staff on outcomes for the coalition plan.
- Provide and lead departmental meetings.
- Provide guidance, training and technical assistance to staff Coordinators as needed.
- Interpret and effectively communicate policy both verbally and in writing.
- Use Enhanced Field System (EFS) to properly update and maintain program data records for each child and his/her family.
- Maintain accurate and complete files.
- Assist in the completion of Family Needs Assessment and make appropriate referrals to community service agencies.
- Maintain up-to-date knowledge and familiarity with SR, VPK, Florida Statutes, the Office Early Learning (OEL), Department of Education (DOE), Office of Head Start and Department of Children and Families (DCF) guidance, their requirements, and their efforts on local communities.
- Provide assistance to childcare providers as requested.
- Assist with community outreach and awareness activities/events; acts as Community Partner Liaison.
- Maintains a working knowledge of contractual requirements assuring services are consistently maintained as best practice for quality and in accordance with assigned contracts, agency policies, and federal, state, and local regulations governing such policies.
- Ensures implementation of Abuse/Neglect reporting procedures.
- Review performance data, activity reports and spreadsheets to monitor and measure departmental productivity, goal achievement and overall effectiveness.
- Develops and implements training plan for ensuring compliance in those areas that may be below expectations. Manage the preparation and maintenance of reports necessary to carry out the functions of the department. Prepares periodic reports for management as necessary and requested to track strategic goal accomplishment. Data may be collected monthly, quarterly, and/or annually.
- Strives to encourage and maintain interagency collaborations.
- Assists with performance management by reporting areas to the Director that may fall below program expectations and compliance standards.
- Researches, conducts analysis, maintains documentation, and tracks status of all client/customer grievance/dispute issues. Works with management in accordance with Coalition policy.
- Participates in external committees, task forces, provider meetings, and/or speaking engagements as necessary. Participates and assists with quarterly provider meetings, as requested.
- Provides input for monthly/quarterly contract management meetings with Coalition contractors for all state, federal and locally funded programs. Participates in local and state meetings/conference calls as applicable.
- Comprehensive knowledge of the organization and its services.
- Effective programmatic decision-making.

- Timely completion of all paperwork and adherence to all compliance issues.
- Trains and orients new employees to ensure they are knowledgeable of all program department and agency protocols, reports and forms.
- Assists Director with special projects.
- Performs all other duties that may be necessary to maintain the success of the organization.

SUPERVISORY RESPONSIBILITIES:

- This Position supervises Family Services staff at a site location.
- Works with Human Resources to recruit, interview, select, hire, and employ an appropriate number of employees.
- Coach, mentor and develop staff, including overseeing new employee onboarding and providing professional development opportunities.
- Empower employees to take responsibility for their jobs and goals. Develop/utilize existing accountability tracking tools and provide regular feedback.
- Lead employees to meet the organization's expectations for productivity, quality, and goal accomplishment.
- Provide effective performance feedback through employee recognition and disciplinary action with the assistance of Human Resources when necessary.
- Create a workplace culture that is consistent with the overall organization's and that emphasizes the mission, vision, and value of the organization. Appropriately communicate organization information through department meetings, one-on-one meetings, and appropriate email, IM, and regular interpersonal communication.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential 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.

- This position requires successful completion of the level 2 background screening standards as set forth in s. 435.04, F.S. and drug screening as the Coalition is a drug-free workplace.
- Valid Florida driver's license is required, a good driving record and automobile insurance, as required by the Early Learning Coalition driving policy.
- Management positions require daily attendance on time and as scheduled and ability to work flexible hours when required.
- Achieve and maintain Level 1 and Level 2 Child Care Resources and Referral certification within 4 months of employment.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree in Early Childhood Education or related field, is required.
- Two to five years of increasingly responsible positions within the field of early learning or related field.
- Three years of leadership experiences in management including one year of direct supervisory experience.
- Experience being the on-site supervisor for an Office location, familiar with opening and closing procedures.
- Experience in coordinating daily activities of assigned staff.
- Bilingual and able to read, write and speak in English and Spanish proficiently, is preferred.

COMPUTER/TECHNICAL SKILLS:

- This position requires a candidate who can work remotely and in an office setting, having access to high speed internet with the ability to complete mandatory in office trainings and attend meetings when required.
- This position requires high speed internet access that can be maintained daily, at least 25 Mbps (download) and 5 Mbps (upload) when working in a secure home location. Basic understanding of how to troubleshoot computer and internet issues.
- Must be Tech savvy overall, using cloud-based systems, IOS, Windows 8 and 10, with proficiency in Microsoft Office (Excel, PowerPoint, Word, Outlook).
- Knowledge of general office procedures of basic operational tasks, including answering phones, using email, using computerized and online systems to perform daily work.

TRAVEL:

This position may require 25% or less local daily travel in Palm Beach County. This position requires local travel to Palm Beach County office locations for meetings, trainings, and other required duties.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Listed are physical demands and environment characteristics that 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.

- The employee frequently is required to use hands and fingers to operate and handle keyboards and other office equipment.
- This position requires sitting, talking on phone or headset for extended periods of time, while using a computer.

- The employee is frequently required to stand, walk, and reach with hands and arms, occasionally required to stoop, kneel, crouch, or crawl. Occasionally lift and/or move up to 25 pounds.
- It is an office environment, and the noise level is usually moderate.

NON-DISCRIMINATION STATEMENT:

The Early Learning Coalition of Palm Beach County does not discriminate against employees or clients on the basis of race, color, religion, gender identity or expression, sexual orientation, national origin, age, disability, marital status, familial status or any other characteristic protected by Federal and State law. The coalition will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990, as Amended (ADAAA).

If interested in the position, please visit the Early Learning Coalition of PBC website at <https://www.elcpalmbeach.org/employment> and apply on-line.