Family Services Manager
Job Description

PURPOSE: The Family Services Manager is tasked with strategic visioning of Child Care Resource’s connection to and support of families, including potential growth of new programs. The Family Services Manager is responsible for the strategy and oversight of all agency Family Services programs across King and Pierce counties, including the following self-directed programs: Statewide Family Call Center, Family, Friend and Neighbor services, the Homeless Child Care Program and other Subsidy-providing programs (Seattle Jobs Initiative and Child Care Financial Assistance). They also coordinate service delivery and goal setting. They have direct responsibility for the promotion of quality child care in the community, marketing services for families, and for developing and managing relationships and contracts.

NATURE & SCOPE: The Family Services Manager is a member of the Program Management Team and reports to a member of the Executive Team. They are accountable for:

- developing agency wide goals, in collaboration with the Program Management Team and Executive Team;
- developing programs and services for families with children in a rapidly changing early learning environment;
- promoting quality early learning for all children;
- overseeing grants and contracts, ensuring quality service delivery and monitoring program expenditures;
- collaborating on cross-department and cross-program work;
- representing the agency with local organizations, entities and groups concerned with child and family issues.

The Family Services Manager provides overall vision for the Family Services department and facilitates development of goals and objectives. They oversee work-plans to carry out the work of the Statewide Call Center, FFN-related programs, the Homeless Child Care and other Subsidy-Providing programs.

The Family Services Manager meets regularly with local funders (including local governments, private foundations, etc.) to ensure ongoing satisfaction with agency services and early intervention when challenges occur. They prepare and/or assist with the development of applications for new and existing funding, and coordinate
with CCR’s Fund Development team regularly. The Family Services Manager monitors the budget and contracts related to these programs as well as develops and implements new initiatives undertaken within Family Services.

The Family Services Manager is part of the agency marketing team and is responsible for assisting with marketing parent services products to the community as defined by the agency marketing plan. The Family Services Manager represents Child Care Resources with state and community early learning groups and coalitions.

The Family Services Manager works cooperatively with Business Services to ensure grant compliance, maintenance of ongoing day to day operations, including the collection of payroll, addressing MIS and software issues, addressing personnel issues and needs and insuring that check requests and approval of payment occurs in a timely fashion.

The Family Services Manager works cooperatively with the Provider Services Managers to identify areas of alignment, overlap and opportunities for cross-team collaboration.

**RESPONSIBILITIES:** Specific responsibilities of the Family Services Manager are, but may not be limited to:

- Provide the overall vision for the Family Services department and facilitate the development of goals and objectives to meet all outcomes established internally and by funders across King and Pierce counties.
- Ensure alignment and collaboration with Provider Services programs.
- Hire, train, and support program staff for Family Services programs.
- Develop annual budgets for the Family Services programs, and monitor these budgets throughout the year.
- Assist with the development of applications for new and existing funding.
- Track progress towards grant outcomes regularly, communicating internally and externally, as appropriate and prepare regular reports.
- Ensure compliance with all agency and grant requirements.
- Meet regularly with local funding partners and community stakeholders to ensure ongoing funder and customer satisfaction with agency services and early intervention when dissatisfaction occurs.
- Complete or assure completion, in a timely manner, of all funding requirements, including reporting and billing.

**MINIMUM QUALIFICATIONS:** Minimum requirements include an MA degree in early childhood education, child development, public administration or social/human services and 4 years related job experience; or BA degree and 6 years job experience or 10 years equivalent work experience. At least 2 years of work experience should be in management and administration, preferably in a team.
setting. In-depth knowledge of early childhood development issues, child care administration and the needs of families and children is preferred. Competency with computer software and databases; knowledge of budgets; excellent speaking and writing, training and presentation skills also required. A commitment to diversity, cultural relevancy and inclusion is required.

ADDITIONAL REQUIREMENTS INCLUDE:
1. An understanding of early learning and child care issues.
2. Demonstrated entrepreneurial experience developing programs and services for families.
3. At least 3 years responsibility for complex budgets and program data reporting.
4. Experience working with low income and homeless populations.
5. At least 3 years responsibility for supervision and team building.
6. Ability to communicate and actively participate in CCR team meetings and committees and external community groups.
7. Excellent written and verbal communication skills.
8. Excellent listening skills with the ability to give and receive feedback.
9. Proven ability to work in a team environment.
10. Demonstrated commitment to diversity, cultural relevancy and inclusion is required.
11. Experience in/understanding of the provision of quality customer service.
12. Experience in a call center environment helpful.
14. Washington State Driver’s License, automobile insurance, and access to a reliable automobile are required.

Salary and Benefits:
$56,064 - $70,080 hiring salary

Salary depends on ability to meet or exceed the above desired employment criteria.

Generous medical, dental and vacation benefits provided.

Initial Resume Review June 13, 2016. Applications accepted until role is filled.

To apply, email cover letter and resume to: hr@childcare.org
For more information on Child Care Resources check www.childcare.org