

QUALITY COUNTS PROGRAM MANAGER

The Quality Counts Program Manager facilitates and supports the Quality Rating and Improvement System in Santa Cruz County and plays a vital role in the achievement of the local Quality Early Learning Initiative (QELI) Consortium's goals for improving the quality of care for children ages 0-to-5. Together with the Senior Program Officer and the Quality Counts Leadership team, the Quality Counts Program Manager will be responsible for the coordination and implementation of our County's QRIS efforts, and will provide additional technical assistance to all center-based participants.

This full-time, exempt position reports to the Senior Program Officer.

DUTIES AND RESPONSIBILITIES include, but are not limited to:

Quality Improvement

- Work directly with centers and classrooms to develop and update annual Quality Improvement Plans
- Coordinate, plan and conduct professional development to build capacity for implementing quality child care programs
- Recruit additional centers serving high-risk children into the local Quality Counts program

Training and Technical Assistance

- Partner with Center sites to identify training assistance needs informed by the Quality Improvement Plan
- Facilitate Professional Communities of Learning (PLC's), co-leading with community partners such as Santa Cruz County Office of Education, Cabrillo College ECE, and the GoKids, Inc. Family Child Care QRIS Coordinator
- Co-lead Professional Development workshops

Rating and Assessment

- Support the rating process for both center-based and family child care participants
- Coordinate and monitor independent assessments and ensure that both the Quality Counts-CA Implementation Guide and Region 4 Hub Assessment Protocols are being followed to fidelity

Evaluation, Data Entry and Reporting

- Co-lead the Vertical Change database with First 5 evaluation and program staff
- Ensure timely entry of data into VC database for all centers
- Support data entry for FCC
- Support implementation of the ASQ Online System
- Assist in the completion of mandatory annual reporting to Quality Counts California and First 5 California
- Participate in the preparation of the Quality Counts section of the First 5 Santa Cruz County Annual Report

Coaching

- Lead/facilitate the Quality Counts Santa Cruz County Coaching Collaborative
- Coordinate and support both the Center-based and FCC coaches

Communication

- Lead the implementation and maintenance of the local Quality Counts website
- Promote Quality Counts Santa Cruz County through print, the Quality Counts newsletter/blog, social media, and other marketing methods
- Ensure QRIS communication coordination with the local Resource and Referral Agency

Administrative Support

- Ensure all Portfolios of Evidence are complete and up-to-date for center-based sites
- Participate in the development of the annual preliminary Quality Counts Santa Cruz County budget

State and Regional Leadership

- Participate in state and regional QRIS meetings as assigned

Other Responsibilities

- Participate in organizational cross-functional teams to meet First 5 SCC goals and ensure cross pollination of ideas, best practices, and continuous improvement strategies.
- Perform assignments and/or other duties as directed by the Senior Program Officer and/or Executive Director.

MINIMUM QUALIFICATIONS & EXPERIENCE

- Bachelor's degree, preferably in early childhood development or related field
- At least three years of experience as a quality improvement coach, or technical advisor
- At least 2 years of leadership experience working in teams
- Experience with and understanding of ECE settings
- Demonstrated organizational and leadership abilities to facilitate and motivate participation (in training, technical assistance, and improvement activities)

PREFERRED QUALIFICATIONS & EXPERIENCE

- Master's degree in early childhood development or related field
- Experience working in settings serving low income children and families from culturally and linguistically diverse backgrounds

REQUIRED KNOWLEDGE AND ABILITIES

Knowledge of:

- Quality Counts California Rating Matrix and Implementation Guide
- Effective quality improvement implementation strategies
- QRIS Assessment /Screening tools such as CLASS, ERS, DRDP, ASQ
- ECE licensing requirements, funding and support systems including Head Start, Title 5, Title 22, Child Care Resource and Referral agencies, etc.
- Principles and best practices in mentoring and coaching adult learners.

Ability to

- Establish and maintain effective, collaborative working relationships with a wide range of professionals and para-professionals, including but not limited to F5 SCC team members, contractors, community partners, Commissioners and funders
- Directly interact with both adults and children in a positive manner

- Communicate effectively orally and in writing
- Work independently and follow supervisor(s) directions
- Plan and organize work to ensure organizational and project goals and timelines are met
- Prepare paperwork in a timely and clear manner
- Maintain electronic and/or paper records; prepare and compile reports
- Demonstrate proficiency in using computers, the internet, word processing, spreadsheets and data entry
- Effectively represent the agency in meetings, work collaboratively with community agencies and stakeholders
- Demonstrate cultural awareness and sensitivity in a variety of contexts
- Exercise sound judgment within broadly defined practices and procedures to create and select appropriate strategies and make and carry out effective decisions
- Provide excellent service to all internal and external customers, in accordance with F5 SCC's Customer Service Plan
- Meet attendance requirements of the position; be punctual and timely in meeting all requirements for work performance
- Adapt, with minimal or no advance notice, to changes in agency operations and work assignments or procedures.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands and work environment described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Mobility to work in a standard office environment and attend off-site meetings; mobility and manual dexterity to use standard office equipment and handle documents; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone
- Work is sometimes physical, requiring setting up for meetings, which may require lifting or carrying cumbersome materials (e.g. easels, flip charts, refreshments, boxes, etc)
- Long periods of sitting frequently required.
- May require working some evenings and weekends.
- Ability and willingness to visit sites located in high-need, low-income communities required.

OTHER REQUIREMENTS

- Must have a valid California driver's license, personal automobile insurance, access to reliable transportation and ability to travel within Santa Cruz County as necessary to carry out job duties. Some travel outside Santa Cruz County occasionally required.
- Clearance of background checks as required by state and federal regulations
- TB Test