

Position Title: Program Services Manager/Quality Improvement

Department: Quality

Hiring Range \$45,000-65,000

FLSA Status: Exempt

Reports to: Chief Program Officer/Quality

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Approved by: Amanda Kelkenberg

Approved on: 07/13/2022

**SUPERVISES:** Quality & Assessment Specialists, Early Education Specialists, Provider Support Specialist, Workforce Specialists, Workforce Coordinator, Quality Improvement Coordinator.

**GENERAL DESCRIPTION:** Responsible for the management and/or oversight of daily Quality operations. This includes, but is not limited to, the Coalition's educational service delivery system, Coalition Plan requirements, and oversight of legislative and contractual programmatic compliance functions.

**ESSENTIAL JOB FUNCTIONS:**

***Communication***

1. Maintain ongoing communication with the early education providers via email, mailings, etc. to ensure up-to-date information is provided regarding early learning professional development opportunities, obligations, and requirements, upcoming events and promotions, and general announcements, etc.
2. Generate and/or oversee correspondence to early learning vendors and other early learning related organizations regarding events planning, sponsorship, volunteerism, etc. as identified.

***Program Services Management***

1. Conduct ongoing analysis of the Coalition's educational services delivery model and make recommendations to the Chief Program Officer-Quality or Chief Financial Officer for improvement in quality, efficiency, effectiveness, and compliance.
2. Oversee implementation of Coalition Plan requirements to ensure compliance. This includes effectively communicating all approved updates to the Chief Program Officer-Quality once notified by DEL to ensure up-to-date tracking. Coordination with the Chief Program Officer regarding the collection of data and all associated documentation for Coalition records as needed.
3. Oversee Program Committee and Program Task force meetings coordination to include, but not limited to, establishing monthly agenda items for the Committees to address, coordinate associated meeting materials, manage follow up items as identified, and other meeting related activities as identified.
4. Work closely with the Chief Program Officer-Quality, Quality Initiatives Specialist, and Chief Financial Officer on special program projects including, but not limited to, participation in other early learning related conferences (One Goal, etc.), Multi county program initiatives, program related community collaborations.
5. Ongoing management and oversight of the Coalition's in-house initiative projects.
6. Develop and implement an evaluation plan to measure the effectiveness of in-house quality initiatives.
7. Coordination and/or oversight of the following quality initiative projects:
  - a) Provider Advisory Councils: includes coordination of meeting topics, materials, and supplies with Advisory Council facilitators; follow up as needed
  - b) Conference Support: includes oversight of correspondence generated to early learning vendors and other early learning related organizations regarding event planning, sponsorship, volunteerism, etc. as identified
  - c) Coordinating Training Calendar: ensure that Early Education Specialists submit training events and activities in a timely manner to allow for adequate posting of events on the Coalition's website and other media platforms
  - d) Professional Development Reimbursement Program: review and process paperwork submitted by early learning providers for reimbursement of allowable expenditures; maintain all documentation for monitoring purposes

- e) Staff Development Workshops & Special Events: assist with overall coordination of staff development trainings and special events to include brochure/flyer development and distribution, procurement of supplies, and other duties as identified
- f) Voluntary Pre-Kindergarten Initiatives – assist with overall coordination of Voluntary Prekindergarten related initiatives, including but not limited to, New Director trainings
8. Coordinate with DEL on programmatic questions/issues as needed to gain clarity on early learning processes, associated requirements, and paperwork.
9. Coordinate with neighboring Coalitions to develop and implement multi-county program and program related initiatives, as identified.
10. Manage quality dollar spending as approved by the Chief Program Officer
11. Review and approve/disapprove all program related expenditures/invoices prior to presenting to the Chief Program Officer-Quality of Chief Financial Officer for final approval
12. Oversee the coordination and implementation of the coalition Workforce Initiatives; CDA Pathways. This includes oversight of the collection of data and all associated documentation, the tracking of progress and periodic updates to the Chief Program Officer-Quality.
13. Coordinate with the Chief Program Officer/Programs to plan, implement, and enforce Quality Improvement plan strategies. Monitor plan progress and the documentation of strategy completion. Manage Quality Improvement data and reporting.

**Quality Initiatives and Program Outreach**

1. Attend targeted community events on the Coalition's behalf
2. Coordinate sponsorships, marketing and/or media efforts for program related events, trainings, VPK Roundups, and other activities as identified.
3. Work closely with the Chief Program Officer-Quality or Chief Financial Officer on special projects as identified.
4. Attend Program, Board meetings and Coalition functions as identified
5. Other duties as identified

**General Requirements**

1. Act in accordance with agency vision and mission
2. Manage implementation of the Coalition's quality initiatives and program services
3. Oversight of ongoing and frequent communication with early learning providers as needed
4. Maintenance of ongoing communication with community partners, board members, and others to enhance the Coalition's presence in the community
5. Attendance and participation in professional conferences, trainings, statewide and regional meetings, Coalition meetings, and other events as identified
6. Work harmoniously with Coalition members, other Coalition staff, early education care agencies and the community at large as appropriate
7. Assist Chief Program Officer or Chief Financial Officer with special projects as identified
8. Other duties as assigned

{Above are essential functions of the job. The Early Learning Coalition of Osceola County promotes an equal employment opportunity workplace which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your supervisor should you have any questions about this policy or these job duties.}

[This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.]

**MINIMUM REQUIREMENTS:**

Candidate must possess:

1. Bachelor's Degree in education or related field
2. 5 years of associated work experience
3. Strong organizational and analytical skills
4. Strong problem-solving skills

