

ANDREW FLECK CHILDREN'S SERVICES

Job Description

Job Title: DIRECTOR HCC

Reports to: Executive Director

Reporting Staff Positions:

Accountable for all HCC program employees and oversees the supervision and quality of child care provided by the Independent Home Providers, on contract with AFCS.

Purpose of Job/ Job Summary

Accountable for the overall provision of high quality, nurturing, inclusive, supportive and stimulating home environments which care for children aged three months to ten years of age. The Director oversees delivery of all services through supervision of staff, management of admissions, planning and development of programs and services, assessment and evaluation of services, development and management of informational and financial resources, development of policies and procedures and effective communication with agencies, families, government representatives and the wider community.

Primary Responsibilities

Human Resources, Staff Leadership, Supervision, and Development

- Plans for staffing, recruits, selects, hires, evaluates, develops, disciplines, and recommends termination of staff according to AFCS policies
- Supervises staff directly and through Program Supervisor
- Develops annual work plans and staffing plans and evaluates staff performance
- Implements Human Resource Policies, procedures and practices of the agency
- Ensures staff remain current and knowledgeable; leads staff development and training instilling a culture of ongoing learning; mentors and coaches, participates in professional development;
- Advises and consults with staff on program issues through regular individual contact and team meetings
- Supports or replaces consultant in responding to emergencies
- Coordinates schedules, meetings, staff responsibilities and monitors caseload distribution to ensure quality operations and services
- Develops policies and procedures and best practices

Program Planning, Development and Delivery

- Oversees and coordinates planning and development of the service delivery model; develops and implements guiding principles, goals and objectives of program; conducts strategic planning and translates vision into concrete work activities.
- Prepares work plans in consultation with Executive Director

- Responds to parent and provider questions and concerns; investigates complaints; receives, reviews and assists with the assignment of applications to provide care to consultants
- Communicates regularly with families, providers, and community to determine program effectiveness, directions and goals; researches and analyzes community needs to determine direction of program; develops program standards; assigns program staff to community boards and committees.
- Develops program reports for, executive director and board of directors
- Keeps current on the changing landscape of children's services and political changes ;responsive to identified family and community needs, leads and manages change, adjusts to changing childcare landscape
- Develops a program evaluation framework and quality assurance process, regularly reviews current approaches in program and accesses any needs for change; identifies gaps in services/program.
- Reviews planning and delivery of training for staff, providers, and parents. Ensures staff remain current and knowledgeable
- Ensures CCEYA requirements and health and Safety standards are maintained, accountable for Agency licensing
- Ensures procedures are well defined and followed to ensure consistency of approach
- Liaises with other Directors to ensure effective and efficient program delivery, actively participates on the agency management team

Community Relations

- Promotes AFCS Home Child Care Services in the community, marketing through effective vehicles
- Works with programs, external committees, associations, agencies, and the municipal government
- Communicates with broader community; develops partnerships to enhance licensed home child care standards, assigns program staff to community boards and committees.
- Represents Agency in child care and inter-agency associations and at government meetings, responds to enquiries from the community including the media.
- Advocates and collaborates with the Ministry of Ontario, City of Ottawa and the Ontario Home Child Care Association
- Participates in workshops, conferences and public presentations

Financial Responsibilities

- Administers program documentation and budget; ensures accuracy of all financial records and invoicing; monitors budget lines
- Participates in budget planning and reconciliation
- Establishes and oversees administrative procedures to meet objectives

- Approves expenditures; allocates resources, oversees petty cash
- Manages program funds according to established accounting policies and procedures
- Budget size of 3.2 million- 5 million
- Provides input into HCC budget development and maintenance
- Signing authority as per policy

Reporting, Documentation, Administrative procedures

- Develops and oversees program documentation; ensures accuracy of records, oversees program's filing system; ensures maintenance of required documentation, statistics and reports; writes reports.

Health and Safety

- Ensures a safe and healthy environment for the children and all staff
- Knows and follows legislation and organizational roles and responsibilities for Health and Safety
- Identifies hazards or potentially hazardous situations and takes appropriate action to maintain a safe environment
- Ensures program meets and follows Occupational Health & Safety Act & meets all legislated CCEYA requirements
- Reviews and accesses all accidents and incidents, follows MCYS serious occurrence procedures

Supervisory Responsibilities (including number and type of employee managed)

Accountability for HCC Team staff; consultants are in itinerant roles. Supervises one position on the leadership team and four different position types. Oversees the supervision and quality of child care provided by approximately 150 Independent Home Providers, on contract with AFCS.

Interaction with Clientele and Public (frequency, nature, and type of contact)

Liaises and develops partnerships and protocols with community programs and agencies; liaises with municipal government

Represents AFCS at forums; and advisory planning tables

Physical demands (e.g., walking, lifting, equipment operations)

Lifting

Work Conditions (e.g., necessary travel, unusual work hours, unusual work environment)

- Work hours typically extend beyond 35 hours work week.
- Travel to conferences, forums, workshops and meetings

- Evening and weekend workshops, presentations and forums
- 24 hours on call

Knowledge and Skills Required (Indicate knowledge, skills, abilities, education, licenses, certificates required for the job)

- Registered with College of Early Childhood Education
- 5 years demonstrated experience in Licensed Child Care
- Extensive knowledge of Home Child Care
- 3 years Supervisory Experience in child care sector
- Strong knowledge of Early Childhood Education and child development
- Knowledge of applicable local and provincial platforms and client needs
- Knowledge of childcare community
- Strong knowledge of current community resources and services
- Valid driver's license and car to travel, as required
- Basic finance management skills with ability to create and manage a budget
- Thorough knowledge of the Day Nurseries Act
- Current Criminal Background Check for the vulnerable screening sector.
- Demonstrated competency in Microsoft Office Suite environment.

Leadership Competencies

Interactive and written communication skills: speaks and writes articulately, listens to others, fosters open communication, uses appropriate and effective communication tools and techniques; communicates issues in a timely fashion.

Responsive to Client Needs: anticipates, understands and responds to the needs of internal and external clients and community, strives to exceed their expectations within the agency parameters

Leadership: builds, empowers and inspires, creates an environment where others consistently strive for high quality performance, positively motivates and influences others, sets an example of excellence and integrity, mentors and coaches, inspires trust and shows respect.

Strategic Thinking: engages others to set strategic goals, identifies and assesses internal and external trends, opportunities, and risks, promotes a shared understanding of the vision; responds to emerging trends with program initiatives that are aligned with the agency's vision and values

Developing Others: fosters employee development by providing a supportive learning environment; ability to coach others, considers team composition, provides feedback on performance and sets goals and objectives

Decision Making: assesses situations to identify causes, gathers and processes relevant information, generates possible solutions makes decisions involving varied levels of risk and ambiguity, assesses situations to determine the importance, urgency and risks, involves others as appropriate, makes clear and timely decisions in the best interests of the agency; makes decisions with long-term impact

Creativity and Innovation: develops new and unique ways to improve services, operations, and opportunities, meets challenges with resourcefulness.

Leading and Managing Change: supports, implements and initiates change while helping others deal with transition, demonstrates adaptability and resilience in response to changing work environment and demands. Is proactive and action-oriented in developing creative solutions to problems while encouraging creativity and innovative thinking in staff; Adjusts strategies to take account of changing circumstances, adopts new ways of working where necessary and motivates staff to adapt to change.

Relationship building and Partnerships: establishes, sustains and fosters professional contacts to build, enhance and connect networks, identifies and creates opportunities to initiate new partnerships that will facilitate the achievement of strategic goals

Program Evaluation- familiarity with evaluation programs, techniques and procedures for quality assurance; evaluates program processes, goals and outcomes and analyzes information