



Job Title: Program Manager
Reports To: Regional Manager
Approved By: Susan R. Brown, CEO

Department: Program
FLSA Status: Non-exempt
Prepared Date: June 2021

POSITION SUMMARY: Support Kids Co.'s mission and vision by executing the goals and objectives that facilitate the success of the organization in the functional areas of program, development, marketing, HR, and finance. Oversee and manage the operations of the program to ensure high quality child care and community engagement. Be a model of ethical standards to all children, families, and staff and be a frontline ambassador to represent Kids Co. in the community. The Program Manager must be available between the hours of 7:00am and 6:00pm, Monday through Friday, and occasional evenings and weekends.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Administrative:

- Promote and incorporate Kids Co.'s mission and vision in all duties and in the community.
- Develop and follow annual budget based on projected enrollment, staffing needs, and operating expenses.
- Manage all center expenses and submit monthly expense reports to the finance department and Regional Manager for review and approval.
- Collect and submit payments to the administrative office weekly and follow up on past due accounts.
- Maintain the accuracy of all personnel and child files, accident and illness reports, and other records required by Kids Co., City, State, and Federal laws.
- Maintain and secure proprietary and confidential information regarding children, families, staff, and Kids Co. at all times.
- Maximize enrollment with the goal of reaching full capacity.
- Enter and update all family information in Kids Co.'s database.
- Maintain accurate monthly rosters reflecting enrollment, changes in schedule, and withdrawals.
- Maintain regular verbal and written communication with families. This includes, but may not be limited to updating website content, newsletters, center notices, emails, text messages.
- Assist families experiencing financial hardship by identifying tuition assistance opportunities through Kids Co., City of Seattle (HSD), and State (DSHS) subsidies.
- Communicate hiring needs to Regional and HR Managers, conduct in-person interviews, make hiring decisions and job offers, and administer new hire onboarding and orientation.
- Manage and evaluate center staff. Provide ongoing coaching, professional development, and trainings; maintain work schedules; manage time off requests; cover for absenteeism; etc.
- Document and address staff performance concerns, and issue corrective warning notices.
- Enforce all Kids Co. personnel policies and applicable local, state, and federal employment laws.
- Model and promote professionalism, team work, and collaboration among Kids Co. staff.
- Facilitate monthly staff meetings and conduct center-based trainings.
- Purchase program equipment, supplies, and food items in accordance with program needs.
- Develop and maintain collaborative relationships with school staff and PTA.
- Actively promote and participate in Kids Co. fundraising activities and identify fundraising priorities, which support the mission and vision of Kids Co.
- Promote and organize family events.
- Attend community events, regular staff meetings, and trainings as required by Kids Co. and state licensing to keep current of new developments in ECE, out of school time care, and state regulations.
- Commit to on-going education and professional development to maintain qualifications as determined by DEL and Kids Co.
- Work cooperatively with finance, HR, development, and marketing to ensure that organizational goals and objectives are met.
- Commitment to working to build and sustain an equitable and inclusive work environment where cultural diversity is celebrated and valued.
- Perform additional job-related duties, special projects, and tasks as assigned by direct supervisor or Kids Co. management.

Program:

- Create a warm and welcoming environment where children and families are greeted by name, and the cultures of the community are represented through activities, art, literature, etc.
- Maintain a safe environment for children by following state licensing standards, keeping facilities hazard-free, ensuring equipment and play space are in working order, and being aware of potential threats to safety.
- Ensure staff play with and supervise children, maintaining visual and auditory range at all times.
- Create a fun environment that encourages exploration, active learning, and play by providing opportunities for children to interact with a variety of learning stations.
- Ensure staff plan and execute developmentally appropriate activities and curriculum for the children.
- Coach staff to develop positive social behaviors in children that nurture peer-to-peer relationship building and support continuity of care.
- Ensure that foundational behavior supports are in place and are working for most children.
- Coach and train staff on how to handle challenging behaviors utilizing Prevent, Teach, Reinforce (PTR) model. Ensure that behaviors and action steps are thoroughly documented.
- Keep notes and documentation on individual children on required forms to develop individualized behavior and academic supports for children.
- Follow child tracking and search procedures.
- Keep all staff informed of individual child allergies/restrictions, medical needs, schedules, authorized pick-ups, etc.
- Ensure documentation of all accidents, illnesses, incidents, and administered medications on the required forms immediately after occurrence.
- Develop and maintain professional and positive relationships with families. Provide regular feedback about their child's day.
- Follow all state licensing rules and regulations and Kids Co. policies and procedures, and complete annual compliance agreements as required by DEL.
- Report suspected incidents of abuse and neglect as required by Washington State Law.
- Design and implement a meal/snack program that meets Kids Co. and licensing requirements, as well as the cultural and nutritional needs of the children.
- Maintain clean, organized, and sanitary indoor and outdoor environments.
- Complete required program assessments and develop annual goals to ensure high quality programming
- Perform duties of teaching staff when needed.

These duties, responsibilities, and activities may change at any time with or without notice.

REQUIREMENTS:

- Must be 21 years of age or older.
- A minimum of 45 college credits in ECE, Child Development, Elementary Education, or equivalent (depending on the location).
- Two or more years of experience working with children at the appropriate age level.
- A minimum of two years of management experience.
- Licensed child care knowledge and experience preferred.
- This job requires occasional local travel. A valid Washington State driver's license, personal automobile, and personal liability insurance are required.
- Attend a DEL orientation (within 6 months of hire).
- TB test (prior to start date).
- Proof of MMR immunization or medical exemption certification (prior to start date).
- Cleared portable background check (apply within 7 days of hire).
- 30 hours basic STARS training (complete within 60 days of hire).
- First Aid and child/adult CPR certification (within 60 days of hire).
- HIV/AIDS and annual BBP trainings (within 30 days of hire).
- Annual disaster preparedness training (within 7 days if hire).
- WA State food handlers permit (within 30 days).
- Complete Kids Co. orientation (within 7 days of hire).
- Possess excellent communication and interpersonal skills, and proficiency in MS Office Suite.
- Requires a professional and psychological maturity, a servant-leader disposition, and a commitment to the principles of high quality child care and education.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to speak and understand basic English. This position is very active and requires sitting, standing, walking, running, bending, kneeling, stooping, crouching, crawling, and climbing all day. The employee must frequently lift and/or move up to 10 lbs. and occasionally lift and/or move up to 25 lbs. The employee must be able to see and hear children at all times for the safety of children and co-workers.

I have read and understood the above requirements.

Print Name: _____

Signature: _____ Date: _____