



## **Job Description Provider Education and Support Manager**

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**Position Title:** Provider Education and Support Manager

**Reports To:** Director of Programs

**Classification:** Salaried / Exempt

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### **Position Summary:**

Under the supervision of the Director of Programs, the Provider Education and Support Manager is responsible for the management and evaluation of the Program Department which includes Training and Technical Assistance, Early Learning Resource Library and Van, Infant Toddler Program and Reaching Improvement through Self-Evaluation.

### **Primary Responsibilities:**

1. Provide leadership and vision to the Provider Education and Support Department and contribute productively to the continuous improvement of the overall agency
2. Manage the development, planning, implementation, coordination, and communication of education and support services for child care providers to enable them to meet or exceed minimum licensing requirements in the service area
3. Ensure that training and technical assistance meet the various needs of adult learners and the needs of child care providers from entry-level to experienced staff, directors and administrators
4. Oversee the production of the quarterly training calendar/newsletter to convey training schedule and pertinent information to child care field
5. Coordinate and manage agency conferences
6. Recruit, hire, train, supervise, evaluate and discipline department staff
7. Review and approve training materials to insure compliance with DHR and IACET guidelines
8. Maintain CEU files according to IACET's Continuing Education and Training Standards
9. Assure that the agency maintains IACET accreditation
10. Assist in the development of the department budget and manage day to day expenses
11. Collect, maintain and report all program data and documentation including annual needs assessment, training session pre- and post-tests, evaluations, etc.
12. Manage and submit reports in a timely manner in compliance with grant and contract stipulations or agreements
13. Promote collaboration and partnering with outside agencies and attend marketing/outreach events to promote the agency within the community
14. Assist in the writing of grants and proposals



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15. Keep abreast of latest trends and data, including needs assessments, in the child care field to ensure that the agency is offering programs for child care providers and families that are up to date and effective
16. Represent the agency in appropriate local, state, and national professional organizations and committees
17. Assist at fundraising and training events when needed
18. Provide quality customer service to all internal and external customers of the agency
19. Follow agency procedures to assure reporting of suspected child abuse and/or neglect
20. Follow agency procedures in reporting any suspected licensing deficiencies observed at child care programs
21. Participate in the attainment and retention of CCAA Quality Assurance Accreditation
22. React productively to change and handle all other work-related responsibilities as assigned

#### **Qualifications:**

1. Bachelor's or Master's Degree in Business Administration and Management, Child Development, Early Childhood Education or Elementary Education (prefer 30 credits in Child Development or Early Childhood) or related field of study.
2. Minimum: three year supervision/management (including staff and budget) and program development experience and five years' experience working directly with children and families
3. Prefer: experience working in early care and education with children ages birth through 13 including children with special needs, families and adult learners
4. Extensive knowledge of Alabama Child Care Licensing Requirements
5. Knowledge and experience of child care national accreditation
6. Understanding of outcome measurement and establishment of goals
7. Prefer: experience in writing grants and proposals, including government grants
8. Understanding of the complex issues related to child care and early care education on both local and state level
9. Proven ability to effectively manage a high volume of information, meet multiple deadlines and to make a productive contribution to Childcare Resources
10. Excellent interpersonal communication and organizational skills
11. Proficient in Microsoft Office Suite (Word, Excel, Publisher, PowerPoint, Outlook, Access and event management software)
12. Driver's license and regular access to vehicle covered by liability insurance with limits of \$100,000/\$300,000