

Little Phoenix Child Care Centre

1. Position Identification	
Position Title:	<i>Manager, Child Care Centre Services</i>
Reports to:	<i>Board, Victoria Social Innovation Centre Society</i>
Number of Direct/Indirect Reports	<i>Direct: 2 Indirect: 2</i>
Last Updated	<i>December 2020</i>

2. Position Summary
<p>Reporting to the board of Victoria Social Innovation Centre Society (VSICS), the Manager is accountable for the overall leadership, vision and management of the Child Care program and services, and for ensuring that its operations are aligned with the principles of trauma and violence informed care (TVIC) and the overall objectives of the VSICS.</p> <p>As the Manager of the Child Care Centre, this position holds full responsibility for a wide range of activities: business planning, financial and human resources, safety, facility compliance, licensing, program development and service delivery. The manager works closely with program stakeholders to support and promote child care programs and services, including research and evaluation initiatives in collaboration with the university.</p> <p>This position may be required to work additional hours (evenings and weekends) to align with operational requirements.</p>

3. Key Responsibilities and Expectations	
Key Responsibilities. %of time	Expectations:
Human Resources Management 30%	<ul style="list-style-type: none"> • Commitment to Equity, Diversity, and Inclusion in staffing considerations • Oversees and plans for staff recruitment, retention, and well-being • Develops and implements a comprehensive labour management strategy that minimizes costs while maintaining appropriate staffing levels within provincially mandated caregiver-to-child ratios • Manages the use of vacation time and/or overtime to ensure the unit's salary liability is minimal. Directly responsible for authorizing vacation/accrued time and maintaining appropriate records • Sets performance expectations and oversees performance plans • Manages staff succession and progression planning • Conducts regular communications, planning and strategy meetings with centre supervisors and staff • Responsible for staff scheduling, payroll, evaluating job performance, conducting performance appraisals and coaching • Ensures that staff are trained in TVIC including training initiatives with UVIC School of Child and Youth Care • Oversees or designates supervision of practicum students • Ensures that staff are provided with specialized training to T1 ECE care • Leads and supports key opportunities for staff recognition • Directs the development of service excellence goals and standards of care to be maintained within the organization • Ensures personnel comply with the Community Care Facility Act
Operational 30%	<ul style="list-style-type: none"> • Responsible for the implementation of TVIC approach in day-to-day operations of the Child Care Centre • Ensures compliance with university, municipal, provincial, and federal policies and regulations and alignment with family support services and referrals in an integrated team setting

	<ul style="list-style-type: none"> • Liaises with child care and family agencies throughout Victoria including other child care and family resource centres, ministries of government responsible for child care and family services, and professional associations • Develops (or oversees the development and maintenance of) effective Child Care policies and procedures manuals • Works with our research and service collaborators to continually improve the programs and procedures to guide the development of the child care program • Maintains communication channels to partner organizations wishing to collaborate with the child care program in support of their academic and child development research • Oversees registration of children including oversight and primary responsibility for wait-list management and communication strategies • Facilitates a mechanism for ongoing feedback on program quality from families and responds to sensitive and common inquiries or complaints from families and/or members of the community • Oversees the updates and maintenance of the Child Care Centre website
Financial 30%	<ul style="list-style-type: none"> • Develops and administers annual budget to meet the program's annual and long-range financial planning goals • Develops and maintains the financial controls/procedures within the Child Care Centre • Assumes primary responsibility of internal controls for family fees including oversight of Accounts Receivable controls • Maintains the Payment Card Industry (PCI) compliant transaction system through daily administration, including monitoring, data entry, and generating a wide variety of general and ad-hoc reports • Oversees monthly reconciliation of all family fees and child care subsidies within Child Care services including reconciling individual accounts • Actively leads the assessment of current facilities and operational costs • Develops a master renewal plan based on assessment results • Implements annual renewal plans working closely with VSICS within sustainable budget model
Development of Collaborative Partnerships 10%	<ul style="list-style-type: none"> • Takes an active role working with colleagues from within the partnership and collaboration team environment • Works with colleagues on initiatives that focus on strong service delivery that positively impact the staff and family experience • Collaborates with UVIC research teams • Leads and actively participates in all Child Care Centre meetings and all related leadership development initiatives • Actively contributes in the strategic planning activities for both the Child Care Centre and as part of the VSICS

4. Classification Factors:

Problem-Solving:

- Finds solutions/alternatives for issues as they arise
- Problems require judgment, interpretation and modifications of procedures and policies (e.g., accommodating children with special abilities or children with allergies)
- Primary responsibility for ensuring that all Child Care policies and procedures are current

Responsibility for Financial & Material resources:

- Responsibility for the planning, administration and maintenance of a large budget, related facilities and material resources (\$2 million)
- Oversees the Child Care subsidies for individual families to ensure currency and eligibility

Responsibility for Human Resources:

Direct, formal supervision to Child Care program staff, the Child Care Facility Centre Assistant Manager, and to clerical staff

Impact of Decisions and Actions:

- Selection of child care staff and setting of fees for child care services, reflective of individual actions and decisions having a major impact on the objectives and results of the program and services
- Responsible for ensuring that facilities and personnel comply with the Community Care Facility Act and pass regular inspections. Non-compliance would affect the operation of child care services and impact the reputation of VSICS

Independence:

- Works independently, with weekly/monthly direction from Executive staff of VSICS
- Considerable latitude in selecting work methods within general practices, procedures and policies
- Objectives are set based on the need of service users and within provincial policies and regulations
- Develops and applies appropriate policies and procedures related to child care services
- Works independently in person, on phone, on computer with parents as well as the referral partners and communities of service
- Determines the priority of issues as they arise and implements correct course of action to rectify any issues

5. Summary of qualifications:

This position requires:

- Post-secondary degree and minimum 5 years directly related experience managing a Child Care facility - or a combination of - or relevant experience
- E.C.E. Certification and an E.C.E license to practice from the B.C. Early Childhood Educator Registry
- Strong working knowledge of child development and child care programming, related legislation, regulations and policies related to child care in BC
- Working knowledge of trauma-informed approaches and willingness to learn and implement TVIC
- Experience with pedagogical narration
- Working knowledge of BC Early Learning Framework (ELF)
- Demonstrated commitment to social justice
- Experience working with diverse families (e.g., low income, newcomer, Indigenous and racialized populations, LGBTQ+ communities)
- Understanding case management principles and practices is also required: file documentation, security, confidentiality and mandatory reporting controls, and screening procedures is required

In addition this position requires:

- Ability to analyze complex and variable situational problems, as well as critical thinking and judgment to resolve complex issues
- Ability to manage fluctuating workload with changing priorities and numerous interruptions
- Strong written, verbal, non-verbal communication and inter-personal skills
- Dedication to continuous learning and improvement and willingness to maintain a high level of expertise in child development and child care programming
- Commitment to service and ability to work effectively in a changing and innovative environment
- Knowledge of budgeting, cost estimating and fiscal management principles and procedures
- Ability to build and maintain productive working relationships with all stakeholders
- Ability to work independently and collaboratively in a team environment
- Ability to work effectively with a diverse population and with all levels of personnel within VSICS
- Demonstrated administrative and organizational skills
- Knowledge and competence in using conventional office software
- Demonstrated leadership, supervisory skills and the ability to inspire a team

Assets or Preferences:

- Experience with cultural communities including newcomers to Canada and Indigenous Peoples is preferred
- Experience with Trauma-informed and pedagogical narration approaches in Early Years settings
- Commitment to reconciliation principles of social justice for and with Indigenous peoples

Employee's Signature:	Date:
Manager's/Supervisor's Signature	Date: