

Position: Program Manager – Shared Services

Reports to: Director of Innovation, Programs, and Strategy

Purpose of Position: The Shared Services Manager provides leadership on programming that will improve any/all aspects of child care quality guided by best practices. Working in collaboration with organizational leadership, this position is responsible for all aspects of shared services including service delivery standards and policies, budget development and fiscal management, and evaluation in accordance with contract deliverables. Shared Service implementation, promotion, and policy and procedure implementation are primary focuses. The Shared Services Manager is responsible for developing and fostering relationships with the Kansas Department for Children and Families (DCF) and other partner organizations. This position also has a high focus on the foundational components of CCR&R services – professional development, coaching/technical assistance, consumer education, grant making/resources and child care referrals.

Status: Exempt

Salary Range: \$50,000 to \$65,000

Duties and Responsibilities

Program Administration:

- Plans, develops, implements, and monitors services to ensure a comprehensive and integrated shared service approach that incorporates best practice standards in child care, meets child care licensing regulations and aligns with the Kansas Department for Children and Families Links to Quality statewide system.
- Leads the shared services hub approach and utilize the L2Q learning communities to establish a more localized, community-based network of providers, as well as provide staffing support services to those networks focused on improving program quality and administrative practices.
- Provide a suggested framework for identifying existing L2Q learning communities that are well-established and may best benefit from establishing a shared service network. Efforts should prioritize areas with families and children who are vulnerable, at risk, and underserved.
- Provide education to child care providers about shared service models and possible outcomes that could benefit the unique needs of each network of providers.
- Include business practice support (i.e. payroll, benefits management, banking, food services, paperwork, increased automation, centralized administration, etc.) and high-quality care practice supports (i.e. assistance in early national accreditation, accessing funding opportunities

to support professional development, creating a nurturing and responsive learning environment, etc.) as the primary pillars for which the shared services are determined and implemented.

- Determine current strengths and needs in each learning community in order to establish opportunities for services that could be shared between participating providers using relevant current data and information, as well as any needed assessment tools. If an existing needs assessment tool is deemed unavailable, one would need to be developed and implemented.
- Utilize the needs assessment results to provide staffing support services and/or locating additional resources at both the local and state-level reflective of each learning community.
- Explore options for collaboration and coordination with other community groups/organizations/individuals delivering services or expertise in any identified areas of support for the shared service network (i.e. business practices, coaching and/or professional development around high-quality early care and education practices, employing diverse strategies to address staffing shortages, creating and/or administering a shared service network, etc.)
- Identify any opportunities for public-private partnerships that could potentially provide financial support for their local network or providers.

Data, Evaluation and Reporting:

- Works in partnership with the DCF Links to Quality team to determine program goals and subsequent evaluation tools to measure and track program performance and outcomes.
- Analyzes data on a consistent basis to determine successes and areas for improvement; creates related program improvement plans and ensures successful execution of the Links to Quality initiative.
- Oversees the collection and tracking of program information and progress through the organization's database (WorkLife Systems and the DCF database system); maintains accurate records and submits reports according to the grant/contract reporting requirements (typically monthly and quarterly).

Community/Network Outreach:

- Represents the organization at a variety of meetings, workgroups, coalitions and committees to advance programs and support early childhood system building, demonstrating a focus on collaboration for the public good.
- Oversees the creation of promotional and communication materials to increase awareness of the programs and the organization.
- Develops and maintains partnerships with other early childhood service organizations, with a priority placed on diverse partnerships and shared purpose.
- Ensures partners receive requested information and excellent customer service from all levels of the organization.

Participates in a variety of professional development events in order to stay current with early childhood research, trends and best practice.

- Completes annual professional development to keep current with best practice and research in the field of early childhood development.
- Attend various reoccurring Child Care Aware of Kansas team meetings
- Participates in Child Care Aware of Kansas meetings/conferences.

Complete required Child Care Aware of Kansas employee reports and duties in accordance with agency policies, including:

- Complete required Child Care Aware of Kansas employee reports and duties in accordance with organizational policies, including but not limited to:
 - Monthly credit card report, timesheet, car maintenance report, and employee expense report, etc.

Education:

- Bachelor’s Degree in Early Childhood, Education or a related field and 5 years working experience, with demonstrated increasing levels of responsibility and supervisory experience required. Knowledge of early childhood systems, best practice standards in child care, and experience in nonprofit environment preferred.

Experience:

- Proficient using Word, Excel, Power Point, Access and other Microsoft Office based software.
- Familiarity with Survey Monkey, Go To Meeting and other internet communication technology.
- Experience in nonprofit environment preferred.
- Experience providing and facilitating group meetings and activities.
- Experience conducting professional development events for child care providers and the community.
- Ability to work independently as a self-starter.

Special Knowledge and Skills:

- Bilingual preferred.
- Commitment to diversity, equity, and inclusion.
- Ability to effectively communicate and collaborate with diverse internal and external stakeholders.
- Strong organization and time management skills, with ability to work independently and collaboratively.
- Effective listening and problem-solving skills.
- Excellent oral and written communication skills (in person and in virtual interactions).
- Ability to complete tasks in a timely manner and to multi-task.
- Ability to adapt to changing situations and priorities.

Miscellaneous Requirements:

- Treat information on clients (individual people and organizations), staff and Board members in a confidential manner.
- Willingness to work flexible hours, including some weekend, evening, and overnight travel.
- Valid Kansas driver’s license.

- Successfully pass comprehensive background checks.

EEO Statement

All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

Together, we can do better. Child Care Aware of Kansas is committed to:

- Creating a diverse environment and is proud to be an equal opportunity employer.
- Complying with all fair employment practices regarding citizenship and immigration status.
- Attracting and retaining a diverse staff – we will honor your experiences, perspectives and unique identity.

Disclaimer

The statements herein are intended to describe the general nature and level of work performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.