

Position: Program Manager – Shared Services Network Hub

Reports to: Quality Initiatives Senior Program Manager

Purpose of Position: The Shared Services Network Hub 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, community partners and Child Care Aware of Kansas staff, this position is responsible for all aspects of Shared Services Network Hub including service delivery standards, policies, and evaluation in accordance with contract deliverables. Shared Service Network Hub implementation, promotion, relationship building-is primary focus. The Shared Services Manager is responsible for developing and fostering relationships with the Regional Community Consultants, child care providers and other community 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 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.
- Seek out entities that could support child care providers Including business practice support (i.e., payroll, benefits management, banking, food services, paperwork, increased automation, centralized administration, etc.)
- Works closely with the child care providers & the Regional Community Consultants.
- Determine current strengths and needs in each learning community 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.

- Form peer connections that foster trusting, strength-based networks of support.
- 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.
- Facilitate connections/referrals to high-quality care practices, including coaching technical assistance, and professional development. (i.e., referrals to Child Care Health Consultants, Links to Quality, Infant Toddler Specialist Network, and approved training and professional development opportunities.)

Data, Evaluation and Reporting:

- Analyzes data on a consistent basis to determine successes and areas for improvement; creates related program improvement plans and ensures successful execution of the Child Care Quality Improvement Support System initiative.
- Oversees the collection and tracking of program information and progress through the organization's database; 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 education, social service 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, PowerPoint, and other Microsoft Office based software.
- Familiarity with Survey Monkey, Zoom, Teams 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.