



JOB TITLE:	Center Manager (CM)		
PROJECT:	Mountain States Early Head Start (MSEHS)		
LOCATION:	Rathdrum and Sandpoint Idaho (serving Bonner and Kootenai Counties)		
PROJECT DATES:	July 1 to June 30; renewal with grant approval		
STATUS/HOURS:	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time	<u>40</u> Hours per week	<u>100</u> % FTE
REGULAR WORK SCHEDULE:	Days: Mon thru Fri	Hours: 8:00-5:00	
FLSA STATUS:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non Exempt	Worker's Comp:	<input type="checkbox"/> 8864 <input checked="" type="checkbox"/> 8810
EEOC CLASSIFICATION:	<input type="checkbox"/> Off & Mgr. <input checked="" type="checkbox"/> Prof <input type="checkbox"/> Admin Serv <input type="checkbox"/> Service Wrkr <input type="checkbox"/> Tech		
REPORTS TO:	Director		
SUPERVISORY RESPONSIBILITY:	Supervises Family Consultants, Playgroup Coordinators, and Center Assistants		
ALSO WORKS WITH:	All MSEHS staff, enrolled children and their families, pregnant women, and community, Policy Council, and Board members		

SUMMARY:

The Center Manager (CM) is a member of the Management and Leadership Teams who supervises Family Consultants, Playgroup Coordinators, and Center Assistants. This position oversees two centers including the facility and grounds and is responsible for ensuring a safe, welcoming environment, that ongoing and preventative maintenance occurs, including securing vendors according to financial guidelines and Jannus policies, and that subcontract work is completed timely.

Other key functions of the position include monitoring data within the ChildPlus database, conducting quality, and compliance samples on other monitoring data, developing ongoing monitoring and continuous improvement tools, data evaluation, record keeping and monitoring methods, and coordination of data. Coordination of data services includes program monitoring, record keeping and reporting, evaluating program performance and continuous improvement efforts, program planning and communication, and human resources and professional development.

ESSENTIAL LEADERSHIP FUNCTIONS AND RESPONSIBILITIES

- Understand and implement MSEHS’ and the Office of Head Start’s mission, philosophy, goals, priorities, and initiatives in a timely manner, measuring progress and outcomes
- Ensure compliance with federal, state, and local regulations as well as grant requirements for all grants
- Maintain focus and a program-wide commitment to a family centered, strengths and relationship based approach to family and child services that fosters a culture of staff accountability, change-readiness, learning, and engagement
- Support the Leadership team in data-informed planning and decision making, implementing requirements and best practices, and completing special projects, grants, and program activities
- Actively participate in committees, volunteer to support center and community events, and promote the program through ongoing recruitment activities
- Assist in developing sustainable funding and new programming aligned with strategic goals
- Maintain confidentiality, protect all personally identifiable information and avoid conflicts of interest
- Maintain appropriate boundaries and adhere to MSEHS’ and Jannus’ Standards of Conduct
- Must be comfortable meeting new people, developing collaborations, and promoting a positive, professional image
- Time management, regular and predictable attendance, attention to detail, follow through, and the ability to support and implement change initiatives are essential responsibilities

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- Must demonstrate confidence, leadership, accountability, professionalism, and the ability to resolve conflict
- Ability to manage workload and responsibilities independently and remotely using effective ergonomics

PROGRAM MONITORING, RECORD KEEPING AND REPORTING

- Ensure staff understand and implement Performance Standards, support staff with understanding how to enter data into ChildPlus, and work directly with community providers to report on service delivery and outcomes
- Ensure program materials (e.g. forms, process guidance, handbooks, and policies) are useful, updated annually, and support program services
- Ensure accurate, timely documentation of family and child services are occurring as required and that follow up and referrals are completed
- Complete monthly monitoring sampling on non-federal share for allowability, requesting contributions from community partners, and ensuring compliance and progress toward meeting our non-federal share goals
- Plan for and develop internal monitoring controls to identify opportunities and risks, expand services, and ensure compliance and issues requiring intervention are addressed timely and completely
- Oversee the coordination and service delivery of facility and community contractors that provide services to staff, our program, and enrolled families and children
- Monitor and record progress on program outcomes and goals
- In partnership with the ERSEA Specialist, conduct eligibility and enrollment verification for families applying to the program, including assigning Family Consultant caseloads and keeping the ERSEA Specialist aware of changes
- Monitor home visit and playgroup attendance to identify and remove barriers to participation, ensuring Family Consultants address attendance concerns and develop family support plans as needed
- Monitor progress and completion of center-level and community wide recruitment activities
- Participate in monthly financial monitoring, performing timely follow up as requested
- Support the Monitoring Coordinator and Health Specialist in ensuring a ‘culture of safety’ through monitoring health and safety inspections and related activities and scheduling preventative maintenance for the facilities and grounds
- Staff requests for mental health referrals with Family Consultants, monitoring and recording follow up

PROGRAM PERFORMANCE AND CONTINUOUS IMPROVEMENT

- Assume or assist with special projects as requested
- Build and maintain community partnerships that support program performance and remove barriers for families and children, including developing Memorandums of Understanding and identified outcomes, participating in community meetings, Councils, and Boards, and continuously promoting and encouraging referrals to the program
- Provide assistance in preparing for Reviews or Audits from funding agents including collaborating with the Board Liaison, Policy Council, and staff as well as timely correcting any areas for improvement
- In partnership with the Leadership staff, develop outcome reports to share with the public, parents, staff, and governing bodies tailoring the report for each stakeholder group
- In collaboration with the Leadership staff, conduct analysis on program-wide benchmarks and deeper inquiries into data to determine and promote program impact across component areas
- Support and coordinate electronic strategies and tools to promote MSEHS’ impact through effective storytelling, data depiction, and social media
- Develop and maintain in-person and virtual procedures to evaluate the quality and effectiveness of all program services, identify program outcomes, methods for measuring progress, and processes for monitoring them in accordance with stated timelines
- Ensure that MSEHS’ practices incorporate equity, trust, inclusiveness, and cultural and linguistic responsiveness

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PROGRAM PLANNING AND COMMUNICATION

- Foster a work and community presence that promotes MSEHS while encouraging teamwork, creative thinking, positivity, respect, diversity, and quality
- An active community and program-wide presence is required to achieve program goals, promote the program, communicate outcomes, remove barriers for participants, and build trusting, positive relationships
- Use effective interpersonal and public communication skills, individualizing materials to meet the needs of specific types of audiences and stakeholders
- Identify and encourage community members to become involved in program planning, decision making, volunteer activities, referrals to the program, and evaluation of MSEHS' services and partnerships
- Maintain positive relationships with internal and external stakeholders and funders
- Collaborate to ensure clear communication and consistent messaging and expectations across all sites
- As scheduled, write short articles for MSEHS' newsletters related to assigned content areas

PROFESSIONAL DEVELOPMENT

- Participate in supervisory check in/monitoring meetings, professional development coaching, performance evaluations, and establishing personal professional development goals
- Provide orientation, training, and ongoing support for program staff to ensure understanding of responsibilities, follow up, and assignments including completion of required certifications and training
- Attend local, regional and national conferences, workshops, meetings, and training to maintain knowledge of current best practices and develop relationships with the Regional Office, Jannus staff, Idaho Directors, and Idaho Head Start Association staff (Travel may be required)
- Attend ChildPlus training to become proficient in using it to monitor data and support services
- Encourage leadership development among enrolled parents and Policy Council members by seeking input, including them in service evaluation, and in identifying meaningful changes to programming and a fair election process
- Maintain commitment to further your own personal development of leadership, management, and supervisory skills

SUPERVISION

- Conduct all aspects of human resources for perspective direct reports including development of the recruitment timeline, coordinating the interview committee, and working closely with Jannus and MSEHS HR staff to conduct background checks and extend an offer of employment
- Provide ongoing coaching and reflective supervision to direct reports that ensures quality and compliance is met and that staff understand the expectation for addressing concerns constructively, timely, and honestly
- Complete home visit and playgroup observations, monthly reflective supervision, set and review professional development goals with staff, facilitate reflective performance evaluations, and document all personnel actions timely and accurately
- Plan regular center staff meetings to foster positive relationships, communication and resource sharing with community members, establishing center recruitment plans, and setting clear expectations to meet program goals
- Oversee the daily management of the centers including vendor procurement, facility upkeep and agreements, appropriate disposal of outdated assets, key distribution, purchase of equipment and materials, and visitor safety
- Model a culture of wellness, professional boundaries, respect, accountability, learning, and readiness for change

PRECONDITIONS AND UNDERSTANDING

- Staff must be willing to work a flexible schedule, including some evening and weekend hours, and travel for staff meetings, training, community engagement, and monitoring
- Professional attire and presence is required

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- Develop positive relationships program wide through regular participation and engagement in activities
- Maintain current driver’s license, proof of State required liability insurance, and a well-maintained vehicle
- Complete a physical exam and TB screening upon hire. Staff who test positive for TB are expected to follow medical guidelines. Complete periodic re-exams as prescribed by your health care provider and regulations
- Be aware of immunization recommendations as advised by your health care provider, recommendation by the MSEHS Health Services Advisory Committee and the Centers for Disease Control
- Be willing to obtain and maintain CPR/1st Aid certification
- Pass a pre-employment federal criminal background check and every 5 years thereafter, if employed

EXPERIENCE AND EDUCATION REQUIREMENTS

- Position requires at least a Bachelor’s degree or above in Business, Social Services, Education, or Child Development, or closely related field, and 5 years professional experience or a combination of professional experience and education which demonstrates competency equivalent to a Bachelor’s degree and the required work experience
- Minimum of 2 years’ experience working with data and electronic database systems
- Minimum 2 years’ experience supervising others
- Experience with budget and system development preferred
- Demonstrated ability to interpret and comply with complex State and Federal statutes and regulations
- Experience planning, collecting, analyzing, and developing analyses to inform program decisions
- Experience building effective working relationships and bringing diverse people together from all levels/roles
- Knowledge and experience with data, technology, and group dynamics
- Knowledge and experience working with culturally, developmentally, and age-diverse groups
- Respect and uphold the Civil Rights and liberties of individuals
- Proficient with Microsoft Office Suite and computer literacy regarding email and internet use

CERTIFICATES, LICENSES, AND REGISTRATIONS-None

WORKING CONDITIONS-Works in general office environment and/or remotely from home

PHYSICAL REQUIREMENTS- Must be able to tolerate varied weather, travel, and driving conditions. Sitting, standing, walking, driving, and repeated hand and wrist motions (for computer use) are required. May occasionally be required to lift up to 40 pounds in the classroom.

Reasonable accommodations may be made for individuals with disabilities to perform the essential duties of this job.

By my signature, I hereby certify that I have reviewed this description of my position and agree to perform the duties described therein. I understand that this description is not an exhaustive list of all responsibilities, duties, and skills required and that Jannus, Inc. may make modifications, additions, or deletions to this job description at any time. I understand that this description is not a contract of employment and that my employment is at will and may be terminated at any time with or without notice and with or without cause by myself or by Jannus, Inc.

Staff Signature (Center Manager)

Date

Supervisor’s Signature (Director)

Date

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