



**Early Learning Coalition of Broward County, Inc.
Job Description**

Position: Family Services Manager
Reports to: Senior Director of Family Services and Customer Service
FLSA Status: Exempt
Position Status: Full-time
Grade: 43

JOB SUMMARY: This position provides effective management and direction in alignment with the Coalition’s policies and procedures, to Family Services staff, ensuring efficient results that meet all the requirements and also support the coalition’s mission.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (This description reflect the major core duties and responsibility of the job the employee is expected to perform these and other job related duties as may be required. Addition, deletions, or changes may be made to this description at any time without prior notice).

- Provide daily supervision and direction to Family Services staff, setting schedules and assigning duties, supplying guidance as needed to best serve families and funders.
- Handle elevated concerns and appeals from clients and providers.
- Maintain the childcare database completely and accurately, conducting routine peer reviews for accurate data input.
- Attend all funder required trainings and meetings, provide staff support and training on proper database entry, new releases, and changes to funding guidelines.
- Promote community awareness of Coalition through presence at community events.
- Monitor program budget and prepare reports as directed by mandated protocols.
- Represent the interests of the coalition, interact effectively with a diverse group, and be at ease building successful collaborations with program participants, staff, and stake holders.
- Resolve and cope with immediate crisis situations.
- Analyze program procedures and practices to identify barriers and impediments to achieving goals and making recommendations for improvement to increase efficiencies.

COMPETENCIES:

- Reliability
- Adaptability
- Analytical
- Communication Proficiency
- Initiative
- Interpersonal Skills
- Results Focused
- Technical Capacity
- Problem Solving Abilities
- Conflict Resolution
- Team Building

SUPERVISORY RESPONSIBILITIES:

- This position supervises the Family Services staff positions.

WORK ENVIRONMENT:

- This position operates in a professional office environment. This role uses commonly used applications that include: Advance computer skills with knowledge of Microsoft Word, Excel, PowerPoint Presentations, E-mail, and current state data systems.

PHYSICAL DEMANDS:

- While performing the duties of this position, the employee is regularly required to talk and hear. The employee frequently is required to use hands and fingers to operate and handle keyboards and other office equipment.
- Ability to operate a motor vehicle.
- Able to sit for extended periods of time.
- Regularly required to walk and reach with hands and arms.

POSITION TYPE AND EXPECTED HOURS OF WORK:

- This is a full-time exempt position.
- The office hours of work are typically Monday through Friday, 8:30 AM – 5:00 PM.
 - This position may work nights, weekends, and holidays.
 - This position may regularly work longer hours.

REQUIRED EDUCATION AND EXPERIENCE:

- BA/BS degree in Education, Social Work or other related field.
- Six to eight years in the childcare industry, including supervisor experience.
- Advanced computer skills to include MS Outlook, Word, PowerPoint and Excel.

ADDITIONAL REQUIREMENTS:**Background Checks**

Employment in this position is contingent upon obtaining and maintaining satisfactory:

- Verification of Required Education and/or Credentials
- Level II Background Check
- Drug Screen
- Valid Florida Driver License
- Valid Automobile Insurance – If applicable
- Access to Reliable Transportation – If applicable
- E-Verify

REASONABLE ACCOMADATION WILL BE MADE FOR AN OTHERWISE QUALIFIED INDIVIDUAL WITH A DISABILITY.