



Early Learning Coalition of Broward County, Inc.

Job Description

Position: Family Services Manager

Reports to: Senior Director of Family Services & Provider Relations

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).

- Provides daily supervision and direction to Family Services staff, setting schedules and assigning duties, supplying guidance as needed to best serve families and funders.
- Handles elevated concerns and appeals from clients and providers.
- Maintains the childcare database completely and accurately, conducting routine peer reviews for accurate data input.
- Attends all funder required trainings and meetings, provides staff support and training on proper database entry, new releases, and changes to funding guidelines.
- Promotes community awareness of Coalition through presence at community events.
- Monitors program budget and prepares reports as directed by mandated protocols.
- Represents the interests of the coalition, interacts effectively with a diverse group, and be at ease building successful collaborations with program participants, staff, and stake holders.
- Resolves and cope with immediate crisis situations.
- Analyzes program procedures and practices to identifies 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 and remotely.
- 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 that requires the employee to adhere to ELC's Telework Agreement.
- The work hours 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 another related field.
- Six (6) to eight (8) years in the childcare industry, including supervisory 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
- Access to Reliable Transportation
- E-Verify
- High Speed Internet Access that can be maintained daily, with at least 50Mbps when working in a secure home location.

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

Acknowledgement of Receipt by Employee:

I, _____ have read the requirements for the position of Family Services Manager. I accept the duties and responsibilities described and attest that I meet the requirements for this position as outlined in the job description. I further acknowledge that this job description is not intended to be a contract for employment and that the Early Learning Coalition of Broward County, Inc. reserves the right to make any necessary revisions to the job description at any time. By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the ELC.

Signature of Employee

Date

Name of Employee (please print)