

POSITION DESCRIPTION

JOB TITLE:

Program Operations Manager

SALARY RANGE: 11

REPORTS DIRECTLY TO:

Head Start/Early Head Start Director

WORK STATION:

Negotiable

SUPERVISES:

Site Supervisors

GENERAL DESCRIPTION:

Assists the Head Start/Early Head Start (HS/EHS) Director with broad program operations, including providing information and support to the Policy Council as requested. Responsible for supervision, coaching & mentoring of Site Supervisors for the Program. Monitors Site Supervisors and location activities to ensure compliance with Head Start Program Performance Standards (HSPPS). Leads Program's annual self-assessment process. Annually leads the coordinated completion of the Office of Head Start (OHS), required Program Information Report (PIR), providing comprehensive data on the services, staff, children and families served by SCMCAA Head Start and Early Head Start program to be included.

SPECIFIC RESPONSIBILITIES:

1. Monitor and report to the Director, any ongoing quality related issues in centers.
2. Monitor and evaluate the compliance, efficiency and effectiveness of service delivery in accordance with HSPPS, licensing guidelines and agency/program P&P. Under the direction of the Program Director, work with members of the management team to plan and implement adjustments as necessary.
3. In coordination with the Professional Development Manager, annually (or as needed) review and update position descriptions and evaluation systems and present for approval.
4. Responsible for supervision of Site Supervisors in each program and location including orientation, onboarding, evaluations for probationary periods, annually and approving time sheets and leave requests. Evaluations will include Component Managers and Director's input.
5. Partner with the Professional Development Manager, Site Supervisors and Component Managers to ensure completion of agency orientation and onboarding for new HS/EHS employees, as well as position description duties.
6. Follows chain of command with Director and Site Supervisors to ensure communication related to employee hiring, resignations and terminations.
7. Assist Director in recruiting, interviewing and making recommendations for hiring component staff.

8. Assists Director in preparation of ACF grant proposals. Prepares additional grant proposals, under the guidance of the Director.
9. Leads appropriate staff to complete the resource inventory, ensuring that it is up-to-date and reconciled every year.
10. Participates in regular review and annual update of the agency's strategic plan.
11. Prepares records and reports as required by the Director.
12. Under the direction of the Program Director and in coordination with other Component Managers, assists in the implementation and or updating of program policies and procedures and forms to ensure consistency and required documents are maintained and distributed effectively.
13. Under the direction of the Program Director and in coordination with the Professional Development Manager, leads/facilitates the accomplishment of the annual self-assessment process.
14. Under the direction of the Program Director and in coordination with the other Component Managers, leads/facilitates the accomplishment of the community assessment process at least once over the five-year grant period and review to provide update annually as outlined in the HSPS.
15. Under the direction of the Program Director and in coordination with other Component Managers, leads/facilitates the annual accomplishment and submission of the PIR.
16. Review and make recommendations to the Director regarding staffing patterns and program development for HS/EHS programs with input from Component Managers.
17. Conduct and lead leadership meetings with Site Supervisors and share relevant information from those meetings with the Director. Assist in other program and leadership meetings held by the Director or conduct as requested.
18. Supervises quality control in coordination with Component Managers, data management system (*My Head Start*), and ensure reliability and performance as to monitoring HSPPS. Ensure *My Head Start* is being utilized by all Components to its fullest capabilities.
19. Under the direction of the Program Director, responsible for managing required number of class days for centers, setting make-up days (including reporting to the Regional Office) and tracking information within *My Head Start* system.
20. Under the direction of the Program Director, responsible for the development and establishment of the annual program calendar in coordination with the Professional Development Manager and Education Manager.
21. Participate in pre- and in-service training as appropriate or requested.
22. Responsible for maintaining a high degree of professionalism.
23. Work cooperatively with administrative staff and other agency personnel.
24. Leads and implements onboarding process for new hires within component area.
25. Contribute to staff evaluations through sharing monitoring tools and compliance reports with Site Supervisors
26. Participate in the public sharing of communication supporting HS/EHS by relating the purpose and goals of the program to parents, staff and the general community and undertaking other public information activities as assigned.

- 27. Understand responsibility of being a mandated reporter for Child Abuse and Neglect. Will follow the approved program policy and procedure to immediately report suspected abuse or neglect of any child.
- 28. Maintain confidentiality as required by program Performance Standards and agency policy.
- 29. Perform additional related duties as assigned by supervisor.

KNOWLEDGE, SKILLS AND ABILITIES:

- 1. Possess an AA or higher degree in education, administration, business administration, public administration, human resource management or a related degree.
- 2. Minimum of two years supervisory experience.
- 3. Minimum two years experience working in a Federal program.
- 4. Demographic and geographic knowledge of communities.
- 5. Ability to speak effectively in public.
- 6. Ability to keep accurate records.
- 7. Knowledge of applicable state and federal laws governing licensed child care facilities, including fire/safety and sanitation.
- 8. Ability to obtain knowledge of the purpose, goals and objectives of the Head Start Program.
- 9. Ability to work effectively with other education professionals and institutions in the community.
- 10. Obtain initial medical exam and TB assessment within 30 days of employment. Complete a medical exam and TB assessment every five years following initial employment.
- 11. Pass background screen, child abuse/neglect screen, drug screen, and be subject to random drug testing.
- 12. Ability to conduct oneself in a manner projecting a positive image to staff, program, agency and community.

I accept the duties and responsibilities as outlined in this position description. This position is exempt from the overtime provisions of the Fair Labor Standards Act.

Signature of Employee

Date

Signature of Supervisor

Date