



## JOB DESCRIPTION

Job Title: **Director of Family Services**

Reports to: Chief of Family Services

Supervises: Yes

Job Code:

FLSA Status:  exempt     non-exempt     full-time     part-time     other

Salary Ranges: Starting Salary \$90,000

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### **Position Summary:**

As a member of the senior management team, the Director of Family Services works in close coordination with other department heads to create the vision and strategic direction of the organization. The Director of Family Services will oversee all programs and departments that fall under the umbrella of “Family Services”. The Director of Family Services is responsible for managing the processes, data, and budgets for all programs and departments under Family Services. The Director of Family Services will oversee and directly supervise program managers and staff. The Director of Family Services is responsible for overseeing the School Readiness and Voluntary Pre-Kindergarten regulatory compliance adherence and meeting program project standards. The Director is responsible for both the strategic planning and tactical operation of the programs. In addition, this position is primarily responsible for implementation and oversight of a comprehensive customer service initiative that includes a call center, outreach programming, community engagement programs and the coordination of strategic partnerships needed to support the mission of the Early Learning Coalition. This position serves as a customer service role model to ensure a positive relationship in interactions with all employees and customers.

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### **Essential Job Functions:**

- Ensure all requirements of the SR and VPK programs/projects are identified and strategies for achievement are developed and monitored.
- Collaborate with leadership to ensure the fiduciary responsibilities of ELCOC are upheld and to ensure compliance with all applicable rules, policies, procedures, laws, and regulations as dictated by the Division of Early Learning regarding SR and VPK
- Identify staffing needs and secure skills necessary to achieve the strategic objectives.
- Establish quantitative and qualitative metrics, guidelines, and standards by which the ELCOC’s SR/VPK efficiency and effectiveness can be evaluated; identify opportunities for improvement.
- Directly lead and mentor all direct reports with overall responsibility of the intake, eligibility, childcare resource & Referral, VPK, and the call center team members.

- Monitor programs to ensure full compliance with SR and VPK contract deliverables and outcomes.
- Oversee board committee(s) as directed by CEO.
- Assist the CEO in maintaining positive relationships with all community partners, funding sources, relevant government entities and representatives and with the early learning community in Orange County
- Responsible for the content of the Director's departmental related portion of the ELCOC website and the maintenance/accuracy of that content
- Maintain knowledge of relevant federal, state, and local laws and regulations pertaining to early childhood learning and communicate updates to the ELCOC team.
- Maintain effective internal and external relationships to ensure a coordinated approach to service delivery and to efficiently resolve service, delivery, and compliance issues.
- Coordinate internal and external audit responses related to SR and VPK operations.
- Performs other duties as assigned.
- Oversee all programs/departments under Family Services
- Supports management in the day-to-day operations of the Call Center, CCR&R program, Early Intervention and Community Engagement programs within the Family Services Department.
- Develop, guide, and monitor implementation of comprehensive strategy for customer services initiatives on behalf of the Early Learning Coalition of Orange County.
- Responsible for setting a clear customer service mission that supports company objectives and deploying strategies focused on that mission. Lead and develop customer service management team to enhance performance by setting clear, accountable performance measures.
- Establishes goals and initiates special projects to continuously improve customer service effectiveness and the customer experience.
- Collaborates with operational managers/supervisor and directors to understand and share customer comments and customer service activities to ensure we are meeting or exceeding customer requirements.
- Ensures optimal customer service is always maintained following CCR&R requirements.
- Develop and implement strategy for utilizing key partnerships with community-based organizations, programmatic partners, corporations, governmental agencies, and cultural institutions to further the work of the Early Learning Coalition.
- Assures remediation of any non-compliances found through internal and external audits and incorporates recommendations into planning for the improvement of the program.

- Completes and submits regular reports to the funding sources, the Board of Directors, and the Chief of Family Services.
- Maintains a working knowledge of contractual requirements, assuring services are consistently maintained as best practices for quality and in accordance with assigned contracts, agency policies, federal, state, and local regulations governing such policies.
- Reviews all programmatic reports, trains as necessary and reports status to Chief of Family Services. Develops a plan for those that are below expectations.
- Provides productivity and quality feedback and coaching to the Customer Service team and shares with management team regularly. Establishes tools for monitoring and reporting Key Performance Indicators

**Community Relations**

- Supports the relationship between the coalition and local agencies, civic groups, political entities, governmental agencies, and ELCOC community partners.
- Plans and designs activities/events/functions that will both help spread the word in the Communities it is designated to serve.
- Prepares and maintains list of community partners.
- Ensures community relations activities/events are communicated to all ELCOC staff clearly and on a timely basis.
- Builds and maintains a working database for key contacts.

**Budget/Financial/Grants**

- Oversees all grants and approved annual budgets and works with ELCOC Finance department and Grant partners to ensure proper accountability of grant (revenue and expenses).
- Prepares and adheres to project timelines.
- Responsible for ensuring adherence to state and grant fund partner standards of accountability.
- Responsible for researching and authorizing purchases for funded projects.
- Prepares monthly and annual reports to identified funders.
- Identifies, develops, and maintains accurate metrics using the ELCOC data system related to grant outcomes, deliverables, and associated costs.

*(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)*

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**Supervisory Responsibilities**

- This position supervises assigned managers under the Family Services Department

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**Qualifications:**

- Ability to exemplify our Core Values of Integrity, Equity, Accountability, Collaboration, Innovation, Transparency, Consistency and Benevolence
- Minimum 5 years' leadership experience in early childhood education programs with a specialized focus in developing and executing strategies for process enhancements and developing policies and procedures.
- Experience in government contracting, resource management and government budgets and financial analysis.
- Knowledge of School Readiness and Voluntary Pre-Kindergarten funding and compliance
- Knowledge of Best-in-Class Customer Service Skills
- Proven ability to connect with a diverse population.
- Ability to navigate challenging situations and provide solutions.
- This position requires successful completion of the level 2 background screening standards as set forth in s. 435.04, F.S.
- Intermediate Skills in Microsoft Office Products
- Ability to work and communicate with people from various multi-cultural backgrounds and socio-economic levels.
- Ability to establish and maintain effective working relationships with a variety of constituents.
- Demonstrate knowledge of child development and appropriate childcare practices and knowledge of Florida state standards and requirements.
- Must possess a valid Florida Driver's License with ability to travel and make visits to and from work, and to travel to off-site locations.
- Professional appearance and presentation
- The employee is frequently required to stand, walk, stoop, and kneel. The employee might be required to lift and or move up to 30 pounds. Specific vision abilities required by this job include close vision and distance vision. Due to the office location, the ability to climb and descend stairs is necessary.

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**Education and Experience:**

- Bachelor's degree from an accredited college or university in Social Work, Early Child Education, Child Development, Special Education, or related field
- Minimum of 5 years' leadership experience in Early Childhood Education with a specialized focus in developing and executing strategies for process enhancements and developing policies & procedures
- Master's degree preferred.
- Experience working in at-risk communities with families with diverse and significant needs.

*(A comparable amount of training, education or experience may be substituted for the above minimum qualifications.)*

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