

## CHILD DAY CARE PROGRAM SUPERVISOR

This is administrative and supervisory work-in managing the activities of a team of Child Day Care Program Specialists who are geographically assigned to specific areas of the State. Employees function as unit-level supervisors in the office of Day Care Services and are responsible for the review and evaluation of recommendations submitted by subordinate staff regarding the operating status of day care providers and for approving program budgets submitted by providers in order to obtain a rate of payment for subsidized care. In cases where providers fail to maintain minimum standards required for subsidized day care services, employees may participate in on-site visits to gather additional information or to confirm staff recommendations. Employees assist and support the management team by providing information regarding the establishment or modification of program standards, policies and guidelines that govern the delivery of services. Work may include other related assignments as determined by appropriate management. Employees report to a Child Day Care Program Manager.

### I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees determine work strategies in relation to broad work objectives determined by the Office of Day Care Services management team. To ensure that unit work plans are consistent with the office-wide annual work plan, employees establish individual goals and suggest priorities for subordinate staff. Employees provide input to higher-level management on the short-range planning needs of the unit.

Organizing and Directing - Employees redirect and balance work assignments of staff based upon the number of new day care centers to be evaluated, the number of operating centers scheduled for annual evaluation and the amount of consultation and training required by providers to successfully retain or achieve their desired certification level.

Budgeting - Because budgeting is a centralized function within the Office of Day Care Services, employees are minimally involved in the development, justification, or allocation of funds. Employees manage a small unit budget necessary for staff administrative expenditures or travel reimbursements.

Training - Employees assess training needs of staff under their supervision. Employees provide on-the-job training which covers a full range of day care functions of this branch which includes the provision of consultative, evaluative and technical assistance services to providers.

Setting Work Standards - Minimum expectations for the quality and quantity of work are determined by the management team, but employees may determine unit-level work standards related to program consultation and evaluation activities. Employees may recommend establishment of new standards or modifications to existing standards to the Child Day Care Program Manager for consideration by the management team.

Reviewing Work - Most review of subordinate staff's work is conducted informally through on-site field visits, regular unit meetings, or unscheduled conferences concerning performance. Employees closely review staff recommendations for withdrawal of certification, provisional status, or termination as a subsidized day care provider.

Counseling and Disciplining - Employees discuss problems with subordinates and resolve informal complaints or grievances in accordance with established Department of Human Resources guidelines and policies. Employees may recommend oral and/or written warnings and recommend disciplinary action to the immediate supervisor.

Performing Other Personnel Functions - Employees conduct initial interviews of applicants for positions supervised and recommend the selection of the most appropriate candidate to the immediate supervisor. Recommendations for salary adjustments, reassignments of work responsibilities, and territorial assignments of subordinate staff are submitted to the Child Day Care Program Manager.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Periodic shifts in program direction and revisions to policy may prompt reassignment of subordinate staff, implementation of new methods for evaluating local day care programs, or additional in-service training opportunities for field staff. Employees' decisions must accommodate constant changes in local providers' needs for planning and implementing services. .

Variety of Work Supervised - The work is principally related to the administration and delivery of child day care services in the state with an emphasis on program evaluation and technical consultation.

Number of Employees Responsible For - Employees are responsible for the administrative and technical supervision of approximately seven professional and administrative support staff.

III. EXTENT OF SUPERVISION RECEIVED: Employees receive general guidance and direction from the immediate supervisor with most instructions expressed in terms of Branch policies, goals, and objectives. Individual conferences with the Branch Head are scheduled monthly to discuss immediate needs, problems, and concerns.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: Employees supervised generally observe standard office hours. The work force supervised is considered stable. Subordinate staff members are assigned a geographical division of the State and maintain an office in the assigned regional location.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of general theories, practices, and principles of child development as related to day care services to include the educational, social, and cognitive needs of infants and pre-school children. Thorough knowledge of human service delivery systems and associated community resources which may support day care services in local settings; considerable knowledge of community dynamics and theories of community organization; considerable knowledge of basic planning principles and practices in managing human services programs. Ability to assign work and supervise subordinates in completing quarterly and annual work plans; to exercise judgement and discretion in interpreting and applying management directives in regard to program evaluation and consultation; and to meet and deal effectively with the management team, day care providers, and purchasing agency staff.

Minimum Education and Experience - Graduation from a four-year college or university with a degree in child development, early childhood education, special education, social work, or related human services area and four years of experience in a day care or related setting involving the coordination, evaluation, or administration of a comprehensive program of day care services or in the coordination or management of the day care component of a local social services program: Master's degree in one of the above areas and three years of experience in a day care or related setting involving the coordination, evaluation, or administration of a comprehensive program of day care services, in the coordination or management of the day care component of a local social services program, or as an instructor or curriculum design specialist at the university or community college level; or an equivalent combination of education and experience.