

JOB DESCRIPTION

PROGRAM: Early Learning Resource Center
JOB TITLE: ELRC Provider/Collaboration Manager
CLASSIFICATION: Program Manager I
PAY GRADE: 12

JOB SUMMARY

Responsible for assisting Early Care and Education Programs in achieving Continuous Quality Improvement. Enhance, but not duplicate, the services provided by other parts of the early childhood education system including the initiatives of the Department of Human Services and the Department of Education. Works in collaboration with the STAR Quality Coaches that perform their duties as part of a sub-contract, Early Intervention, Professional Development providers, other OCDEL programs and other stakeholder to promote a team approach in addressing the needs of practitioners and programs.

This position is also responsible for overseeing the delivery of services of ECE providers in a three-county region including those programs that have been referred by certification for support. Works with programs to ensure continuity of care for families is supported in their program. Encourages the development of a “child care hub” where providers would begin to look at and develop the shared service concept in their county/community. Provide an array of services to programs in STARS including: individual coaching, small group Learning Communities and Professional Development and Technical Assistance. Works to establish and maintain collaborations and partnerships in the community.

SUPERVISORY RELATIONSHIPS

REPORTS TO: ELRC Program Director
SUPERVISES: Quality Coaches, Sub-contractors

ESSENTIAL QUALIFICATIONS

- Bachelor’s degree in early childhood education, education, child development, or a related field with two years of related work experience;
- Knowledge of adult learning principles and best practices in professional development and technical assistance; and,
- Computer training and/or documented proficiency with popular word processing and database software; experience with and/or training in Microsoft Office products including Word, Access, and Excel is preferred.

GENERAL REQUIREMENTS

- Valid driver’s license and reliable daily transportation carrying adequate insurance;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance (for any staff who has not been a Pennsylvania resident for the previous five years); and Motor Vehicle Record check current within 90 days of employment;
- Mandated Reporters of Child Abuse training completed within 30 days of hire;
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit, stand, carry twenty pounds unassisted, have unrestricted use of the upper body, and corrected or uncorrected hearing and vision within normal ranges;
- Regular out-of-town travel, as required;

JOB DESCRIPTION
Provider/Collaboration Manager

- Flexibility to work altered and non-traditional work schedules, as assigned; and,
- Participation in job-related training, as assigned.

SPECIFIC DUTIES

❖ **Professional Development and Technical Assistance**

- Assists Program Director and Quality Coaches with regional subcommittees relative to professional development and consultation and regional plan;
- Implements professional development and consultation service contracts relative to the requirements of the Keystone STARS program and credential based programs, in collaboration with Program Director and Contract Specialist;
- Ensures timely payments to all vendors in collaboration with Contract Specialist and Program Director;
- Supervises and performs data entry into statewide, regional, and program reporting in timely manner;
- Assures programmatic and fiscal compliance with statewide and regional systems;
- Collaborates with Program Director regarding all assigned programs and contract deliverables;
- Collaborates with Program Director and Contract Specialist in awarding, contracting and monitoring professional development and technical assistance contracts; and,
- Follows all established Department of Human Services and agency procedures, as well as secures and maintains all necessary documentation.

❖ **Professional Development**

- Develops and distributes schedules of regional trainings;
- Coordinates the collection of professional development information by individual, provider, county and region, and instructs the appropriate Key staff in their utilization;
- Assists early care and education providers by developing additional credit-bearing professional development opportunities with institutions of higher learning and established professional development entities;
- Coordinates the scheduling of the Core Series and STARS Supports professional development requirements of the Keystone STARS program throughout the region, and assures child care provider accessibility as indicated by information collected by the Key staff and their partners;
- Develops and distributes a calendar on regional professional development events, in coordination with Key staff;
- Instructs and assists the Key staff and practitioners in educating providers of financial assistance and scholarship programs; and,
- Mentors and coaches instructors by assessing professional development activities.

❖ **Technical Assistance**

- Ensures timely payments to all contracted Consultants and Subcontractors in collaboration with Program Director;
- Assigns technical assistance cases to Specialist and Consultants and allocates funding in collaboration with Program Director;
- Establishes regular communication with each Quality Coach regarding the status of current TA cases and the ongoing assessment of provider needs;
- Provides coaching and mentoring to consultants on service delivery; and,
- Ensures that all technical assistance efforts engage and support all sectors of the early care and education system, including but not limited to Head Start, pre-kindergarten, and

JOB DESCRIPTION
Provider/Collaboration Manager

Intermediate Unit programs.

❖ **Monitoring and Evaluation**

- Provide overall leadership of a plan to deliver technical assistance opportunities, including its development, implementation, and monitoring;
- Maintains accurate record keeping and prepares reports, as required;
- Tracks, monitors, and reviews professional development plan and consultation plans on a routine basis for regional trends and benchmarks;
- Monitors all professional development and consultation requests and makes recommendations based on trends and gaps in professional development services;
- Facilitates project staff meetings and reports results to Program Director; and,
- Delivers an in-depth diagnostic assessment, based on specific Keystone STARS standards, that is used to develop a program report and ongoing action plan for deliverables.

❖ **General**

- Makes recommendations and participates in program development, including attending staff meetings and trainings;
- Maintains confidentiality of vendors, customers, and contract information;
- Effectively handles sensitive and conflicting information or occurrences, and reports these to Program Director;
- Assists other Key staff in the promotion of, the participation in, and the support advancements through the Keystone STARS tiered quality program;
- Designs, develops and distributes a variety of media presentation and promotional strategies deemed necessary for public presentation of the Initiatives;
- Develops and transmits timely reports to OCDEL;
- Communicates and collaborates with OCDEL;
- Works with the Program Director to ensure fiscal integrity of the process relating to professional development;
- Works in conjunction with program staff regarding all aspects of the STARS Program;
- Prepares all required reports in a timely manner, as directed or assigned;
- Collaborates with local businesses and communities as they coordinate and facilitate business/early care and education meetings, partnerships and events;
- Makes recommendations and participates in program development, including attending staff meetings and professional development events;
- Answers telephone inquiries and initial screenings, as needed; and,
- Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

❖ Knowledge of the following:

- Early childhood issues as they relate to children, parents, early care and education professionals and communities, along with a capacity to effectively present these issues to the public at large;
- Theories, practices, and principles of early childhood development, including current and emerging research and its translation into practice in quality early care and education settings;
- ELRC region, including but not limited to demographics, labor markets, local governments and all early care and education related groups and organizations;
- Effective customer service principles;

JOB DESCRIPTION
Provider/Collaboration Manager

- Program planning for early care and education facilities including staff development, education, professional development and quality programming;
 - PELICAN and other state data systems;
 - Theories, practices, and principles of early childhood development, including current and emerging research and its translation into practice in quality early care and education settings;
 - Industry acceptable curriculum standards for early childhood educators in order to plan and implement content-rich, developmentally appropriate programs that support active learning and promote children's progress in all developmental areas;
 - Microsoft Office Suite, including but not limited to Word, Excel, Outlook, Access, PowerPoint and Publisher components;
 - Recording, filing, retrieving and analyzing information in a complex data collection system; and,
 - Graphic arts and media production as related to public presentations.
- ❖ Skill in the following:
- Collaborating and advocating for early care and education provider in regard to professional development with professional development institutions and institutions of higher learning including, but not limited to, community and state colleges;
 - Building and working within complex management and services delivery systems;
 - Use of tracking, monitoring and reporting systems including automated information management systems;
 - Guiding practitioners to use all available resources including grant awards to fund professional development;
 - Writing, editing and communicating, including knowledge of English grammar, spelling and punctuation as they would relate to the production of reports, work plans, and other operational documents, as well as their use in communicating with a variety of individuals and groups; and,
 - Oral communication skills, such as speaking, listening, and interviewing.
- ❖ Ability to perform the following:
- Work in collaboration with Department of Human Services, Office of Child Development and Early Learning, and other agencies and individuals to continue growth of PA Quality Initiatives;
 - Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers and the general public;
 - Take a leadership role in the establishment and maintenance of effective collaborative partnerships with staff, early care and education professionals, agencies, community individuals and groups;
 - Perform detailed work with written or numerical data;
 - Communicate effectively in writing and speaking; ability to communicate effectively with individuals and large groups;
 - Develop, prepare and present public presentations to varied audiences in regard to professional development and technical assistance activities;
 - Understand and follow oral and/or written instructions, some of which may include multi-faceted procedures, and to work independently of direct supervision;
 - Take initiative and to exercise independent judgment;
 - Soundly interpret and apply regulations and procedures;

JOB DESCRIPTION
Provider/Collaboration Manager

- Think and act creatively and to be resourceful and flexible;
- Implement administrative procedures and operations, and to evaluate their efficiency and effectiveness;
- Identify and meet goals, objectives, outcomes and timelines within broad parameters and to work independently of direct supervision;
- Establish effective, collaborative partnerships with people from varied social, economic and educational backgrounds;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious and linguistic identities or backgrounds;
- Collect, organize, analyze, and process information quickly and effectively; and,
- Maintain confidentiality at all times.