

JOB DESCRIPTION

PROGRAM: STEP Early Learning
JOB TITLE: Special Projects Coordinator
PAY GRADE: 9

JOB SUMMARY

The Special Projects Coordinator is responsible for the development and implementation of a Staff Substitute Pool Program that illustrates the value to the long-term sustainability issue of staffing for child care and early learning providers. This program will be based off existing Staff Substitute Pool Programs in Pennsylvania that have been positively impacting the staff shortages in the early care and education field. The Coordinator develops the program whereby individuals are hired as part-time Classroom Aides and are able to have very flexible availability. Outreach to providers and the part-time Classroom Aides will be extremely important. Recruitment efforts will focus on current Early Care and Education students, recent graduates, and newly retired caregivers.

The Coordinator is responsible for implementing and tracking all necessary clearances, orientation, onboarding, and training as it relates to the job position, including health and safety topics. In addition, the coordinator will assist in educating providers and substitutes with how to operate an existing phone app where availability and hours worked will be logged. Working in conjunction with the ELRC Region 7 and a vast array of internal and external partners will be essential to the success of the program.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Substitutes
REPORTS TO: ELRC Region 7 Director or Designee

QUALIFICATIONS

- Bachelor's degree in human resources, business, communications, or related field;
- Two years of related work experience;
- Two years of direct supervision experience preferred;
- One year of work experience in the early care and education field preferred;
- Working knowledge of relevant social media platforms, web-based applications, and ATS systems;
- Ability to communicate effectively with oral, written, and computerized graphic methods;
- Strong knowledge of English grammar, punctuation, and spelling as demonstrated by above-average writing skills; and,
- Proficiency with computer systems, preferably Microsoft Office Suite and extended component.

GENERAL REQUIREMENTS

- Valid driver's license and the daily availability of a vehicle carrying adequate insurance;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, National Sex Offender Registry check current within 90 days of employment; and Motor Vehicle Record check;
- Mandated Reporters of Child Abuse training completed within 30 days of hire;
- Mental and physical ability to perform essential job functions without any health restrictions, including the ability to sit for long periods of time, carry up to 20 pounds unassisted, have

JOB DESCRIPTION

Special Projects Coordinator

unrestricted use of the upper body, finger dexterity, and corrected or uncorrected hearing and vision within normal ranges;

- Maintain and promote a positive and professional image;
- Flexibility to work altered and nontraditional work schedules necessary to meet the deadlines of the program; and,
- Participation in job-related trainings, as assigned.

SPECIFIC DUTIES

- ❖ Develops and implements strategies to promote the program and increase public awareness;
- ❖ Coordinates both internal and external communications; personally commits and takes quantifiable measures to “get the word” out to our own staff, as well as the customers, and communities we serve;
- ❖ Develops and maintains a cooperative working relationship between providers and substitutes;
- ❖ Ensure comprehensive, timely, two-way communication between providers and substitutes;
- ❖ Researches and develops opportunities to recruit, retain, and promote a culturally diverse substitute pool;
- ❖ Advertises and promotes substitute opportunities to the community utilizing various recruitment channels (social media, websites, job boards, radio ads, newspaper ads, etc.);
- ❖ Works in collaboration with the Recruitment and Retention Specialist to coordinate job fairs and recruiting events;
- ❖ Works independently in the recruitment of providers and substitutes;
- ❖ Tracks statistics and other employment-related data on applicants, prospective applicants, and substitutes;
- ❖ Monitors, reviews, and reports on recruitment efforts and activities;
- ❖ Ensures appropriate documentation is completed and filed for personnel-related actions;
- ❖ Acts as the single point-of-contact for assigned substitute-related issues; keeps Chief Operations & Planning Officer informed of substitute-related problems and concerns;
- ❖ Ensures substitutes perform required daily activities; maintains documentation;
- ❖ Utilizes and educates the use of technology with an existing phone app called “When I Work,” which allows for the part-time Classroom Aides to pick and choose which times and locations they are available to substitute, while allowing providers to list the dates and times that substitutes will be needed; monitors and confirms accuracy of hours recorded;
- ❖ Creates accurate and comprehensive timesheet for billing and payroll purposes;
- ❖ Coordinates substitute training programs in conjunction with the ELRC Region 7 to include selection of training materials and activities, including maintaining training documentation;
- ❖ Oversees new hire onboarding process and coordination with the Human Resources office;
- ❖ Assists providers in the orientation of new substitutes as requested or required;
- ❖ Develops checklists, tools, and other resources to facilitate such orientation;
- ❖ Assists interested substitutes with career pathing;
- ❖ Conducts exit discussions with resigning substitutes, tracks reasons for voluntary terminations to modify future recruitment strategies;
- ❖ Researches, analyzes, and recommends practices to increase long-term success of the program;
- ❖ Coordinates with Chief Operations & Planning Officer and Assistant Operations Officer on specific Professional Development opportunities;
- ❖ Assists in evaluation of reports, decisions, and results of the program in relation to established goals; recommends new approaches, policies, and procedures to effect continual improvements in efficiency of the program and services performed;

JOB DESCRIPTION

Special Projects Coordinator

- ❖ Maintains accurate, objective, timely, and confidential records;
- ❖ Maintains and issues reports from a database to track various data elements;
- ❖ Ensures all administrative work reflects the highest professional standards;
- ❖ Adheres to all agency policies and procedures;
- ❖ Assumes responsibility for ongoing professional growth and development;
- ❖ Attends trainings and staff meetings, as required;
- ❖ Performs other related duties as required and assigned; and,
- ❖ Maintains confidentiality at all times.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Supervisory principles and practices including personnel management and supervision;
 - Effective customer service principles;
 - Trends, practices, procedures, and regulations regarding the early care and education field;
 - Application and uses of technology for information management and communication systems to meet program needs;
 - Standard office procedures, practices, conduct, and action necessary in maintaining harmonious working relationships;
 - English grammar, spelling, and punctuation; formatting standards recognized by business professionals; and,
 - Microsoft Office Professional Suite, Microsoft Publisher, Windows, Adobe Acrobat Writer/Reader, and the Internet.
- ❖ Skill in the following:
 - Collaboration with providers and coordination of substitutes;
 - Communicating and interacting with a variety of people, such as providers, substitutes, community resource personnel, and the general public;
 - Use of tracking and reporting systems, including automated management information systems;
 - Detail oriented in all aspects of work/project;
 - Written communication, including knowledge of English grammar, spelling, and punctuation as they would relate to the production of reports, work plans, and other operational documents;
 - Using a networked computer system, including various media formats, keyboard, mouse, scanner, and printers (laser, inkjet, and copier) for operation of software; and,
 - Using word processing, spreadsheet, database, presentation, organizational, Internet browsing, e-mail, scanning, graphics editing, desktop publishing, and document conversion software for document creation and informational assistance and management.
- ❖ Ability to perform the following:
 - Learn, implement, and effectively utilize evolving technologies and informational systems within an office environment;
 - Proofread information for conformance with instructions or for compliance to specific administrative or procedural rules;
 - Efficiently answer a wide variety of questions from telephone inquiries or walk-in visitors, and to deal with the public in an empathetic manner;
 - Create and effectively utilize databases and spreadsheets, utilize standardized formulas correctly, perform consistently accurate data entry, and print reports;

JOB DESCRIPTION
Special Projects Coordinator

- Utilize new and/or evolving electronic hardware and software products for document creation and production;
- Daily record keeping functions and prepare required reports as requested;
- Understand and follow oral and/or written instructions, some of which may include multi-faceted procedures;
- Identify and meet goals, objectives, outcomes, and timelines within broad parameters and work independently of direct supervision;
- Keep simple and complex records accurately, and prepare accurate reports;
- Collect, organize, and process information for requested reports;
- Be creative, resourceful, and flexible; take initiative and exercise independent judgment;
- Organize and prioritize work, and develop effective work methods in an area which involves variable phases or different techniques and procedures;
- Establish and maintain effective working relationships with substitutes, providers, partnering agencies, businesses, customers, and the general public;
- Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
- Interact effectively with people from varied social, economic, and educational backgrounds;
- Project a positive and professional image; and,
- Maintain confidentiality at all times.