

JOB DESCRIPTION

PROGRAM: STEP Service Navigation

JOB TITLE: Special Projects Lead

PAY GRADE: 10

JOB SUMMARY

The Special Projects Lead is responsible for the development and implementation of special projects which forward the agency's goals and objectives. Coordinating with internal and external stakeholders to ensure successful project completion. Provides regular updates and reports to management and stakeholders. Monitors special project performance and outcomes and make necessary adjustments. This position will implement current and new project opportunities as they develop along with working to achieve project growth and sustainability.

Implements and maintains the Substitute Aide Pool Program (SAPP) that illustrates the value to the long-term sustainability issue of staffing for childcare and early learning providers. Implementation includes the hiring of part-time Classroom Aides with 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. 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 Lead 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 for the SAPP

REPORTS TO: Service Navigation Director

ESSENTIAL QUALIFICATIONS

- ☐ Bachelor's degree in human resources, business, communications, or related field;
- ☐ Two years of related work experience;
- ☐ Two years of experience in a supervisory role (i.e., enforcing policies and regulations, motivating staff, and providing support and direction);
- ☐ 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 reliable transportation available on a daily basis with adequate insurance coverage;
- ☐ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment; and Motor

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Vehicle Record check;

- ☐ Recognizing and Reporting Child Abuse training completed within 90 days of hire;
- ☐ Mental and physical ability to perform essential job functions with or without any health restrictions, including the ability to sit for long periods of time, stand, lift, and carry up to twenty pounds unassisted, have unrestricted use of the upper body, finger dexterity, and corrected or uncorrected hearing and vision within normal ranges, and a clear speaking voice;
- ☐ 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 special projects and increase public awareness;
- ❖ Develops special project policy and procedures;
- ❖ Develops data collection tools, communications methods, tracking tools, forms, and documentation for implementation of special projects;
- ❖ Explores expansion and sustainability opportunities for special projects;
- ❖ Assists Programs in research, development, and implementation of various special projects;
- ❖ 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 project stakeholders and participants;
- ❖ Ensure comprehensive and timely two-way communication between project stakeholders and participants;
- ❖ Monitors, reviews, and reports on project efforts and activities;
- ❖ Develops checklists, tools, and other resources for special projects;
- ❖ Researches, analyzes, and recommends practices to increase long-term successes;
- ❖ Coordinates with Director on specific Professional Development opportunities;
- ❖ Assists in evaluation of reports, decisions, and results of special projects in relation to established goals; recommends new approaches, policies, and procedures to effect continual improvements in efficiency of the special projects and services performed;
- ❖ Maintains accurate, objective, timely, and confidential records;
- ❖ Maintains and issues reports from a database to track various data elements;
- ❖ Assists, develops, and maintains the initiatives relating to health care integrations and projects relating to expansion of the agency’s footprint into the health care sector;
- ❖ Assists with oversight and coordination with agency integration of PA Navigate;
- ❖ When directed, serve as the spokesperson and representative of STEP’s Service Navigation programs in the community, region, state, and nation; promotes and advocates for the programs and those we serve;
- ❖ Identifies and pursues strategies designed to increase public awareness of Social Determinants of Health concerns broadly, locally, regionally, and nationally;
- ❖ Assumes responsibility for ongoing personal professional growth and development; maintaining and improving competencies within the field of administration, management, and other relevant fields;
- ❖ Serve as a positive role model;

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- ❖ Works in collaboration with the Leadership Team to review new opportunities, develop work plans, guidelines, and make appropriate assignments to staff;
- ❖ Implements and maintains the Substitute Aide Pool Program (SAPP);
 - 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 Human Resources to coordinate job fairs and recruiting events;
 - Works independently in the recruitment of providers and substitutes for the SAPP;
 - Tracks statistics and other employment-related data on applicants, prospective applicants, and substitutes for the SAPP;
 - Acts as the single point-of-contact for assigned substitute-related issues; keeps the ELRC Director informed of substitute-related problems and concerns;
 - Ensures appropriate documentation is completed and filed for personnel-related actions;
 - Ensures substitutes perform required daily activities; maintains documentation;
 - Utilizes and educates the use of technology with an existing phone app called “ConnectTeams” 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 interested substitutes with career pathing;
 - Conducts exit discussions with resigning substitutes, tracks reasons for voluntary terminations to modify future recruitment strategies;
- ❖ 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

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- 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 for the SAPP;
 - 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 and special projects;
 - 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;
 - 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;
 - Work independently of direct supervision and be willing to take responsibility for tasks;
 - 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;
 - Communicate effectively in writing and speaking; ability to communicate effectively with individuals and large groups;
 - Establishing and maintaining effective working relationships with substitutes, administrators, partnering agencies, elected officials, government agencies, businesses, customers, and the general public;
 - Identify and meet goals, objectives, outcomes, and timelines within broad parameters and

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to work independently of direct supervision;

- Implement administrative procedures and operations;
- Maintain professional boundaries with customers and staff;
- 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.