

## JOB DESCRIPTION

**JOB TITLE:** Local Technical Assistance (TA) Services Manager I

**OFFICE LOCATION:** Orange County

**DIVISION:** Child Care Resource and Referral

**SERVICE AREA:** Orange, Durham, Wake

**DEPARTMENT:** Technical Assistance

**CLASSIFICATION:** Exempt

**DIRECT SUPERVISOR:** Director of TA

**HOURS PER WEEK:** 40

### **JOB SUMMARY:**

Provides leadership in supporting and promoting high quality early childhood education programs. Oversees the integrity of local technical assistance services (to assure quality improvement of services in early education programs). Supervises members of the TA staff and supports them in managing their caseload. Provides training and mentoring of the TA specialists. Oversees the accuracy of data (including database) and the integrity of documentation generated by the TA staff to support the delivery of TA services. Ensures consistency of policies and procedures within the department. Responsible for organizing data and generating reports as needed. Helps coordinate community, agency and departmental meetings regarding early childhood issues.

### **DUTIES AND RESPONSIBILITIES:**

- Supervise TA specialists, distributing and managing TAs weekly caseloads and schedules. Approves time off and signs time sheets for the TA staff. Assists director in hiring and evaluating TA staff
- Work with the director and other TA managers to develop and implement TA orientation
- Work with the director to develop, facilitate and implement TA policies, procedures and expectations. May take the shape of creating manuals and trainings and leading departmental discussions
- Accompany TA specialists on site visits to ensure TA process is being followed. Serves as a mentor and support resource to the TA staff
- Train all TA staff on assessment tools such as environment rating scales, PAS, BAS, CLASS and accreditation observation protocol. Ensures reliability among the TA staff on assessment tools
- Work collaboratively with other TA managers to coordinate TA services to sites awarded grants and/or awards and to monitor implementation of grant procedures
- Oversee regular departmental file audits. Reviews program files for accuracy and provides feedback to TAs
- Organize data to be reported in quarterly and year end reports
- Work with the director in completing and writing grant proposals and quarterly and year end reports
- Ensure accuracy of TA database
- Serve as agency representative on community, agency and departmental meetings (to include TAC, Licensing Consultants, Director's Meetings, and others as assigned)
- Serve as department representative in agency sponsored events
- Help facilitate program and provider support groups
- Treat information on CCSA clients, employees or Board Members in a confidential manner.
- Perform other tasks as assigned by agency leadership

**SPECIAL SKILLS:**

- Effective oral and written communication skills with internal and external clients
- Computer experience; knowledge of or demonstrated ability to learn File Maker Pro, Excel, and Word
- Attention to detail with ability to accurately handle large volumes of administrative work
- Expert knowledge of NC State Licensing Regulations, the Environmental Rating Scales, NAEYC and NAFCC accreditation standards and effective consultations models

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

- Bachelor's degree in Early Childhood/Child Development or related human service field. Master's degree in ECE preferred
- A minimum of 4 years of child care experience with at least two years of experience in training adults and providing technical assistance
- Must have Early Educator Certification – Level 11 or higher with TA and PD endorsements or be eligible to acquire within three months of employment

**SPECIAL WORKING REQUIREMENTS:**

- An automobile at his/her disposal; a valid, non-suspended NC driver's license and a current automobile liability policy with continuous coverage
- Extensive travel throughout two counties
- No substantiations or criminal conviction of child abuse or neglect
- Must be able to manipulate and operate office supplies and equipment. Occasionally required to lift up to 25 pounds. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential responsibilities
- May require need for flexible schedules, including occasional evening and weekend work
- May work in shared space

Please submit resume to [HR@childcareservices.org](mailto:HR@childcareservices.org)

**Please note that both ranges reflect salaries for a full-time employee and must be adjusted for hours fewer than 40.**