Position Title: Manager of the Family Childcare and Child Development
Reports To: Director, Family Childcare Network

Hours: 40
Benefits: Full

POSITION SUMMARY
Project Hope’s Family Childcare Network is designed to support home-based caregivers/educators and the families they serve through advocacy, growth opportunities and the necessary service and education support systems. The Manager will support these goals by ensuring day-to-day operations are optimized as well as compliant with all state regulations and requirements. The Manager will ensure the team is providing technical assistance in billing, is responsive to enrollment questions and engaged in ensuring resources are available for parent/family engagement. In addition, the Manager will play a key role in ensuring providers are meeting child development goals by developing key metrics and working with the providers to put programs and processes in place to reach those goals. In partnership with the Director, the Manager will develop and maintain community partnerships, develop systems for data tracking and process improvements aimed at growing the existing network of providers.

AGENCY AND PROGRAM BACKGROUND
Project Hope works in partnership with families so they can move up and out of poverty. We do this by being a catalyst for change in the lives of families and in the systems that keep them poor; developing and providing family support solutions for homelessness and poverty; and advocating for just public policies that strengthen families.

Located in Boston’s Dudley Street neighborhood, Project Hope is at the forefront of efforts in the city to move families beyond homelessness and poverty. It was founded in 1981 by the Little Sisters of the Assumption who first settled in the Dudley area in 1947 to live and work with the neighborhood families. In the 1980s when family homelessness became a crisis in Boston and the state, the Sisters opened their doors and welcomed families to stay with them, and Project Hope was launched. Once best known as a family shelter, today Project Hope offers an array of services to assist families – especially low-income single mothers – in gaining the resources and skills to overcome their impoverished circumstances.

In 2006, Project Hope opened an attractive Community Building on Dudley Street – the first LEED Silver certified, earth-friendly building in Roxbury – to serve as its headquarters and a neighborhood center for job training, adult education, housing counseling, community empowerment, and more. Just a few blocks away, the original site remains home to the family shelter.

RESPONSIBILITIES

Program Growth
- In partnership with the Family Childcare Network Liaison, create marketing and recruiting materials to expand the number of providers in the network.
- In partnership with the Family Childcare Network Liaison, deepen the professional and business development opportunities for new and existing providers in the network.
- In partnership with the Family Childcare Network Liaison, Interview and select family childcare providers who evidence the commitment and capacity for quality care and business ability to grow the network.
- Network with service organizations and local agencies which can be a resource for parents and families.
Program Management
- Support outreach activities through oversight of site visit reports and logs.
- Oversee the updating and maintenance of information in the Child Care Financial Assistance (CCFA) System as needed.
- Conduct monthly quality control audits of documentation such as site visit reports to ensure compliance with all government regulations, policies and procedures as well as quality of care.
- In partnership with the Director, ensure the provider network complies with EEC regulations and policies through regular monitoring.
- Ensure staff are keeping up-to-date records of each provider’s progress in staying in compliance with EEC regulations and meeting professional development milestones.
- Ensure compliance with data collection in existing systems through supervision of staff.
- Oversee transportation plan and ensure guidelines are met and program remains in compliance.
- Develop, maintain and update program systems, policies and procedures in accordance with EEC.
- Support finance when conducting and completing EEC financial audit.

Child Development
- In partnership with the Director, design and implement training for providers to grow professionally and remain in compliance with state regulations.
- In partnership with the Director, develop and implement programs and processes to support child development goals, assist educators with screening and assessment of children’s development and, where milestones are not being met, work with Director to develop recommendations that providers undertake.

QUALIFICATIONS AND SKILLS
- Experience working with families and young children.
- Experience in designing and implementing training programs including knowledge/proficiency in ASQ assessments and QRIS.
- Evidence of small business development best practices.
- Knowledge and experience working with state and other government agencies, specifically EEC and Child Care Resource Centers.
- Experience working with diverse communities.
- Cultural competence.
- Commitment to Project Hope’s mission.
- Strong organizational skills.
- Strong computer skills.
- Strong communication skills for working with team and provider network.
- Multilingual (including English, Spanish, Portuguese and/or Creole) preferred.

EDUCATION REQUIREMENTS
- Bachelor’s in Early Childhood Education, Human Services or related field preferred or five plus years of directly related experience.

Project Hope values diversity in its workforce and candidates from a wide range of backgrounds are encouraged to apply.

Contact:
Please submit cover letter and resume to Peggy Comfrey, Human Resources Manager at pcomfrey@prohope.org.