



**POSITION:** Family Engagement Program Manager

**REPORT TO:** Family Services Department Manager

**AGENCY SUMMARY:**

Child Care Resources (CCR) has been at the forefront of the early learning landscape for 30 years ensuring all children have equitable access to safe, engaging, and positive early learning experiences that promote school readiness and lifetime success. With a staff of 110 and a budget of \$13 million (89% publicly funded), CCR provides a broad array of services for families and child care providers so they in turn can support the development and well-being of our children.

The Family Services Department encompasses all services provided directly to families at Child Care Resources (CCR). This program delivers the following supports to families: child care resource and referral services, and child care subsidy navigation provided through the Child Care Aware of Washington Family Center (statewide call center); child care subsidy services provided for low income families and families experiencing homelessness; intensive case management services (Pierce and King Counties) to improve access to high quality early learning supports for families experiencing homelessness; and early learning system navigation services, child care resource and referral, child care subsidy services, and family engagement provided directly to families at the Allen Family Center (a collaborative project with Mercy Housing, Refugee Women's Alliance, and Mary's Place).

**OPPORTUNITY:**

This new role will oversee Child Care Resources' family engagement services, which include early learning/child care focused case management for families experiencing homelessness and early learning system navigation services provided directly to families at the Allen Family Center. The Program Manager will ensure all services, policies and operational decisions are well-informed and prioritized in response to the experiences, perspectives, and needs of families and communities furthest from opportunity (people of color, people experiencing low socioeconomic status, people experiencing homelessness, people with special needs). The individual selected for this position will understand the importance of nurturing the whole child – social emotional, cognitive, and physical development; cultural, racial, gender identity; belief system, etc., and will rely on data to inform decisions.

This position will collaborate closely with the Family Services Department Manager and the Family Engagement Program Manager to ensure CCR is well positioned to respond to the early learning needs of children and their families furthest from opportunity in Washington State. This position will supervise four

## Family Engagement Specialists.

### RESPONSIBILITIES:

- Provide leadership, operational support, visioning, and continuous quality assurance for the family engagement services;
- Provide reflective supervision to a group of Family Engagement Specialists, focusing on both technical and adaptive components of the role.
- Ensure the output of Family Engagement team reflects our values, furthers our mission, and contributes to meeting contract deliverables.
- Carry a small caseload of families, to deeply understand and remain connected to the work of the team;
- Manage the professional development and growth of individual supervisees and of the collective team.
- Represent and speak on behalf of the program in the community, with advocacy coalitions, and government entities;
- Develop program outreach strategy with an eye toward connecting to hardly-reached families;
- Participate in advocacy efforts to promote Family Services programs and to identify system challenges with potential adverse impacts on children and families furthest from opportunity;
- Develop and maintain deep understanding of the work of community partners and the opportunities that exist to collaborate;
- Develop and maintain system for equitable storytelling and elevating family stories;
- Establish cross-departmental relationships to ensure families receive seamless referral and consultation from CCR's family-supporting services;
- Work in collaboration with the Family Resource Manager to provide consultation to Family Engagement team regarding subsidy policies and budget;
- Work in collaboration with the Family Resource Manager to provide professional development, training, and reflective practice around trauma informed care to Family Resource Center Specialists;
- Develop a deep working understanding of all program technology i.e. Case Worthy, Salesforce, G12 Phone system, financial software, etc.;
- Support transition to Case Worthy, new case management software;
- Review and implement best practices around client confidentiality, client notes, case management practices;
- Develop goals and objectives to meet all contract deliverables for family engagement services for families experiencing homelessness and at the Allen Family Center.
- Use data to track progress towards contract deliverables and make course corrections;
- Support development of continuous quality improvement activities, including evaluation of customer satisfaction and providing regular opportunities for team reflective practice;
- Review current practices and make changes based on learning;
- Continuously review program information, practices & materials with an eye toward relevancy, accessibility and equity;
- Prepare reports and other written materials related to program;
- Participate as an active and engaged member of the Family Services Leadership Team and CCR's All Agency Leadership Team;
- Other projects and responsibilities as assigned

**MINIMUM QUALIFICATIONS:**

At least 5 years of relevant experience; or an Associate of Arts degree in Social Work, or a related field and 3 years related work experience; or a Bachelor of Arts degree in Social Work, or a related field and 2 years related work experience; or a Master's degree in Social Work, and 1 year related job experience.

**ADDITIONAL REQUIREMENTS INCLUDE:**

- Approach work with a sense of possibility, see challenges as opportunities for creative problem-solving, and work to find creative solutions;
- Experience working with individuals from diverse backgrounds, and a demonstrated commitment to diversity, cultural relevancy, and inclusion;
- Engaged in on-going self-exploration and growth related to race, power, and privilege;
- Ability to approach all work with a racial equity lens;
- Effective written and verbal communication skills;
- Effective listening skills with the ability to give and receive feedback;
- Experience in effective coaching, mentoring and/or other consultative practices that supports adult learners;
- Passion for serving children and families with high quality customer service;
- Ability to provide stability, to model flexibility and comfort with ambiguity, and to otherwise lead through change;
- Demonstrated experience in understanding community and program needs, identifying areas for attention, and implementing effective solutions;
- Ability to challenge status quo in an intentional manner;
- Ability to work under deadlines, work on a number of tasks simultaneously, and organize and prioritize work quickly in response to changing needs;
- Ability to work in a collaborative team environment as well as across teams within the organization;
- Effective knowledge of computer software, including Office 2013 (Word, Excel, and Outlook);
- Washington State Driver's License, auto insurance, and access to a reliable automobile; and

**DESIRED QUALIFICATIONS:**

- Bilingual in English and Spanish or Somali;
- 2 to 4 years of supervisory experience;
- Knowledge of best practices in case management and/or clinical supervision;
- Experience with homeless or mental health services with knowledge of trauma informed care practices;
- Knowledge of early childhood development, child care and other early learning opportunities;

**COMPETENCIES:****Mission Driven**

- Demonstrates enthusiasm and positivity for the mission.
- Demonstrates alignment with the organization's stated values.
- Articulates the organization's goals around racial equity.
- Welcomes opportunities to engage with other programs and departments.

**Anti-racist mindset**

- Takes responsibility for the impact of their own words and actions, regardless of intent.
- Accepts feedback about personal behavior.
- Understands unconscious biases exist in self and others, and that it can influence their work.
- Asks for feedback from others.
- Embraces diversity of perspectives and individuals.
- Engages in learning opportunities that result in self-growth.
- Seeks to build relationships with diverse individuals and groups.

**Communication**

- Demonstrates active listening.
- Prioritizes and responds to messages in a timeframe that aligns with their own role and is responsive to the needs of the requestor.
- Has writing skills that match the expectations of their own role.
- Participates actively and contributes in small group meetings.

**Adaptability**

- Demonstrates ability to adapt to changing circumstances.
- Demonstrates understanding tolerance with ambiguity.
- Models among peers an inclination to take on new challenges and seek opportunities for growth.

**Ownership and quality of work**

- Meets established policies, quality and performance standards.
- Is responsive to supervisors, colleagues, clients and the community.
- Completes deliverables accurately and timely. Receives and integrates feedback when there are opportunities for growth.

**FLSA Status:** Full time, Exempt

**Hiring Salary Range:** \$60,625- \$71,323

**BENEFITS:**

CCR's benefit package includes employer-paid top tier medical, dental, and vision insurance plans for employees, 21 days of PTO per year in addition to 10 paid holidays, and week-long office closure at year-end, three floating holidays, flexible work environment, employer-paid life insurance, short-term disability/illness leave accrual, Employee Assistance Program (EAP), and 401k with 3% employer match.

CCR is an equal opportunity employer and we value diversity among our staff. We strongly encourage people of color, immigrants and refugees, people from the LGBTQ community, people with disabilities, and people from other historically marginalized groups to apply.

**HOW TO APPLY:**

Submit your application materials to [hr@childcare.org](mailto:hr@childcare.org). You will be asked to upload:

1. A resume
2. A cover letter, describing as specifically as you can how your experience, skills, and values are a fit with Child Care Resources' goals and mission as described in this announcement.
3. A brief personal equity statement, describing your skills and experience engaging with issues involving

diversity, racial equity and inclusion, and/or in advancing racial equity in organizations. **This statement should not exceed 300 words.**

To learn more about Child Care Resources, please visit [www.childcare.org](http://www.childcare.org)