



Job Title: Senior Director of Child Care Quality Initiatives
Job Type: Regular, Full-Time
Salary: \$83,298 – \$88,074
Reports to: COO

Date: 05/02/2024
FLSA Status: Exempt
Salary Group: B-25
WIT JPID: 16573624

To learn more, go to www.wfscapitalarea.com/joinourteam. Apply online at www.workintexas.com (Job posting: 16573624), then email your résumé & cover letter to HR@wfscapitalarea.com.

ORGANIZATION AND PURPOSE

Workforce Solutions Capital Area is a non-profit organization that connects people to jobs. We are a recognized leader in workforce development. Our reputation is built upon collaboration, accountability, and innovation.

This mission of Workforce Solutions Capital Area is to lead the region's workforce development system in support of a world-class workforce. We believe that training and education aligned to the needs of local employers are the foundation of a competitive workforce. We utilize a strategic approach to workforce development, based on analytics, to ensure that programs and services meet the needs of job seekers and employers.

GENERAL DESCRIPTION

The purpose of the role is to demonstrate that Workforce Solutions is a trusted source, trusted advisor, and valued thought partner in the child care ecosystem of the region and industry. This role performs advanced (senior-level) managerial work related to the efficient coordination and compliance of Workforce Solutions' services to parents and children, while promoting Workforce Solutions as a trusted source and adviser to the community in the early childhood education space. Daily responsibilities involve establishing plans, goals and objectives; developing policies; reviewing guidelines, procedures, rules, and regulations; as well as establishing priorities and measurements for determining progress in meeting goals. You will plan, assign, and supervise the work of others, specifically the child care contract manager, and work closely with the Senior Director of Customer Engagement. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Reports to the Chief Operations Officer.

EXAMPLES OF WORK PERFORMED

- Represents WFS and child care/early education within the community through presentations, sitting on councils and advisory boards/groups.
- Helps lead community conversations regarding child care and early education.
- Leads the early education/child care strategies by establishing goals and objectives that align with the agency's child care strategic vision and plan.
- Continues to strengthen vision of WFS child care services that extend beyond the scope of state and local mandates and positions WFS as a key player in the larger child care ecosystem.
- Develops and helps lead WFS quality child care goals alongside WFS's child care contractor.

- Oversees childcare operations to ensure that workforce and childcare services and activities align with and support customer needs.
- Builds relationships with internal and external stakeholders and community partners.
- Works with cross-functional leaders and teams (Customer and Employer Engagement) to identify ways to coordinate and drive the success of our customers and system.
- Oversees and ensures compliance with customer-focused special projects.
- Helps lead WFS's child care advisory council.
- Serves as staff support for board committees on child care services and operations.
- Develops and implements techniques for evaluating program activities.
- Identifies the need to revise program area(s). Reviews research-based best practices for customer engagement.
- Identifies customer trends, successes, and challenges to leadership; present a point-of-view on how to innovate and how we deliver success and services.
- Represents the agency at business meetings, hearings, trials, legislative sessions, conferences, and seminars or on boards, panels, and committees.
- Reviews and approves management, productivity, and financial reports and studies.
- Plans, develops, and approves schedules, priorities, and standards for achieving goals; and directs evaluation activities.
- Advises the Chief Operations Officer.
- Plans, assigns, and supervises the work of others.
- Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Experience in building successful, productive customer-based or child care/early childhood initiatives, including knowledge of best practices regionally, as well as nationally. Minimum 3 years of experience working to support child care/early childhood initiatives and/or development of programs. Minimum 3 years' experience in a community/public facing role and managing groups to set and achieve outcome driven results. Experience managing federal or state workforce contracts or programs preferred. Graduation from an accredited four-year college or university with major coursework in a field relevant to the assignment is generally preferred. Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

- Knowledge of local, state, and federal laws and regulations relevant to child care or early education programs; and of the principles and practices of public administration and management.
- Skilled in establishing plans and setting objectives and goals that support an overall quality child care/early education strategies.
- Ability to represent WFS child care/early education strategies in the community and facilitate community discussions.
- Ability to select, develop, and motivate effective teams.
- A customer-focused mindset and passion for our customer's success with the ability to balance the needs of the customer with those of the business.
- Ability to use Excel, and related data-organization software.

Registration, Certification, or Licensure

- Must possess a valid driver's license and have access to reliable transportation. Local travel required; in-state and out-of-state travel optional and project-based.
- Must be legally eligible for employment in the United States.
- Subject to a background check (verification of education, employment, references and criminal background).

WORKFORCE SOLUTIONS CAPITAL AREA OFFERS A COMPREHENSIVE BENEFITS PACKAGE, INCLUDING:

- Medical, dental, and vision insurance.
- Paid life insurance (Employee/Spouse/Child), long term disability (LTD), and AD&D.
- Supplemental life insurance option (Employee/Spouse/Child).
- Medical and dependent care Flexible Spending Accounts (FSA).
- 401(k) Savings and Investment Plan with company 4% Safe Harbor Contribution.
- Flexible paid time off (accrued vacation and sick leave).
- Paid parental extended leave.
- Paid professional development budget.
- Paid Employee Assistance Program (EAP).