PEA Job Description

1. Position Identification

<table>
<thead>
<tr>
<th>Position Number</th>
<th>992154</th>
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<tbody>
<tr>
<td>Position Title:</td>
<td>Child Care and Family Services Assistant Manager</td>
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<tr>
<td>Department:</td>
<td>Child and Family Services</td>
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<tr>
<td>Reports to:</td>
<td>Manager, Child and Family Services</td>
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<tr>
<td>Number of Direct/Indirect Reports</td>
<td>Direct 1</td>
</tr>
<tr>
<td>Classification Level</td>
<td>SG 9</td>
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<tr>
<td>Last Updated</td>
<td>January 2018</td>
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2. Position Summary

Within the Division of Student Affairs and under Campus Services, Child Care Services provides safe, quality child care as well as a family resource program (UVic Family Centre) to the UVic community.

The UVic Family Centre provides programs and services for student families living on and off campus. At the Family Centre, families have opportunities to connect with one another, gain support, and learn from one another and from the Family Centre staff. Family Centre programs include early learning drop-in for young children and their parents/caregivers, drop-in programs for school aged children, parenting support programs, a clothing exchange, monthly family events, etc.

UVic Child Care Services provides full-time child care programs to children from infancy to pre-kindergarten. Child care operates from three separate locations on campus, offering innovative, creative and responsive programs based upon the BC Early Learning Framework. The Family Centre and child care centres also provide experiential learning (practicum) and research opportunities for UVic students and faculty, and volunteer experiences for community members.

The Child Care and Family Services Assistant Manager reports to the Child Care Services Manager. The position has two major areas of responsibility:

1) Overseeing the UVic Family Centre. The Assistant Manager provides leadership and vision for fulfilling and enhancing the mandate of the Family Centre: develops, coordinates and implements programs offered, and supervises Family Centre staff, including the Early Childhood Educator, work study students, practicum students and volunteers.

2) Assisting the Child Care Services Manager with child care centre administration tasks including enrollment management; hiring and orientation of casual (relief) staff, work study and summer student assistants; policy development, and special projects.

This position may require working evenings and weekends based on operational requirements. As per Child Care Services policy, must be immunized in accordance with the childhood immunization schedule.
### 3. Key Responsibilities and Expectations

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<th>Key Responsibilities &amp; % of Time</th>
<th>Expectations:</th>
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| **Family Centre Program Support 40%** | • Assume overall responsibility for developing and facilitating Family Centre parenting and school age programs by identifying needs of UVic student families and working in collaboration with Family Centre staff  
• As appropriate, make referrals of clients to UVic and community resources  
• Provide initial one-on-one support to clients who contact the Family Centre in crisis and connect client to other community resources for ongoing support, if needed  
• Act as a facilitator within the Family Centre, encouraging student families to develop their own support network  
• Build a warm and culturally safe environment at the Family Centre for participating families, whose first language is often not English  
• Work as member of Family Centre team to provide orientation to clients new to the Family Centre and University  
• Maintain open communication with Child Care Services Manager, including program development, statistics, budget, HR, etc.  
• Interview, select and provide orientation and supervision to Family Centre Early Childhood Educator, work study students, volunteers and practicum students  
• Coordinate and facilitate projects and events from initial planning stages through completion, including monthly family events such as pancake breakfasts, or spaghetti dinners  
• Develop and maintain positive relationships with University and community partners and with donors and sponsors |
| **Administrative Management of the Family Centre 10%** | • Develop service excellence and practice-related goals for the Family Centre to enhance service and align with the University’s strategic plan  
• Under the guidance of the Child Care Manager, responsible for Family Centre staff recruitment, training, scheduling, payroll, job performance feedback, and coaching  
• Assume overall responsibility for the Family Centre work study program including preparing and submitting proposal and payroll related forms, managing positions, hiring and providing orientation for work study students  
• Under the supervision of the Child Care Services Manager, assumes responsibility for monitoring the Family Centre budget and ensuring that supplies are stocked and expenses fall within budget; reconciling accounts, and completing grant applications  
• Attend Child Care Services monthly joint local safety committee meetings  
• Actively participate on the Child Care Services/Family Centre advisory committee  
• Collect and compile statistics on client use of the Family Centre and family contact database  
• Submit expense receipts, payroll and staff leave reports to Child Care Services administration  
• Create marketing and promotional materials such as newsletters and brochures  
• Engage in communication and social media opportunities to create connections for families to the larger university and community resources |
• Ensure Family Centre facilities are maintained as safe, clean, organized, and welcoming
• Ensure that Family Centre employees complete UVic’s Health and Safety training and the centre is in compliance with UVic health and safety standards
• Submit requests to Residence Services for facilities repairs and cleaning as needed

Child Care Centres support 50%

• Coordinate enrollment of centres through wait list management, transition planning, and communication strategies
• Coordinate work study and summer student assistant employment including preparing and submitting proposals and payroll related forms, managing positions, hiring and providing orientation for work study students and summer student assistants
• Coordinate and maintain ECE casual pool, including posting vacant positions, interviewing, hiring and orientation
• Assist Child Care Services Manager with policy and procedure development and updating manuals
• Coordinate, research and manage special projects assigned by Child Care Services Manager from initial planning stages through completion
• Attend monthly leadership meetings with Child Care Services supervisors

4. Classification Factors:

Problem-Solving:
Requires analysis of varying problems and issues, which may be sensitive and/or confidential. Critical thinking is required to resolve staffing requirements and policy and procedure development. Required to use sensitivity, sound judgment and creative thinking in assisting with solutions which are not always easily found (e.g. enrollment of children, particularly if they have extra support needs means coordinating support with family, staff and external funding source). This position must communicate skillfully and sensitively with children, students, staff and faculty members whose first language may not be English.

Responsibility for Financial & Material resources:
The Assistant Manager works with the Child Care Services Manager to ensure Family Centre services and programming costs, including marketing are on budget. Additionally the Assistant Manager is responsible for operational purchases, and monitoring and reconciling the accounts of the Family Centre including donations and sponsorship accounts. The development and monitoring of the Family Centre is the responsibility of the Child Care Services Manager. Has signing authority for $2500.

Responsibility for Human Resources:
Under the direction of the Child Care Services Manager, the Assistant Manager has direct responsibility for the supervision of work study, practicum, volunteers and Family Centre staff, including recruitment, training and performance management. This position provides ongoing leadership, assistance, direction and coordination to staff in the Family Centre and, when needed, within the child care centres, including volunteers, practicum students, and work study students.

Impact of Decisions and Actions:
A range of responsibilities and actions impact significantly on students and families as well as on centre partners who contribute to the success of the programs and services and will have a large impact beyond the unit. The Assistant Manager has responsibility for the day to day operations of the Family Centre and must have a good sense of families’ needs and provide leadership to the Family Centre staff and represent the Family Centre in the community when networking with outside agencies and within the university. The Assistant Manager is required
to maintain strong, open, tactful, and confidential communication with parents, children, families, staff, students and volunteers. The role is essential in creating a strong community for students contributing to their successful academic experience at UVic.

**Independence:**
The Assistant Manager is expected to make day-to-day decisions regarding the operation of the Family Centre, adjusting to priorities, advising others and responding to any immediate issues which will be guided by policies and procedures. More significant issues will be discussed with the Child Care Services Manager who will be responsible for any final decision-making.

The Assistant Manager will be expected to assume responsibility for duties assigned in the child care centres, working with a minimum of supervision, once orientation is completed, and fill the role as Acting Child Care Services Manager, for very short periods of time (eg. vacation coverage).

### 5. Summary of qualifications:
This position requires the completion of a post-secondary degree in a human services-related field, along with current first aid certificate and early childhood educator certificate through the BC ECE Registry and a minimum of 2 years of experience:
- Working in a licensed child care facility
- Developing and delivering services, programs, workshops, and events
- In a leadership role that included supervision of staff

An equivalent combination of education and experience may be considered.

Additionally the position requires:
- Strong working knowledge of BC child care licensing regulations
- Knowledge and experience implementing the BC Early Learning Framework
- Strong computer skills in MS Outlook, Word and Excel
- Excellent interpersonal communication skills with the ability to understand and address issues, concerns and interests of others, and provide effective feedback to staff
- Familiarity with community resources available to families
- Strong leadership and organizational skills, including creative problem-solving skills, adaptability to changing circumstances and priorities, and strong critical thinking and decision making skills
- Demonstrated ability to comply with policies and procedures that involve confidentiality and privacy and commitment to the ECEBC Code of Ethics
- Ability to work independently and as part of a team with demonstrated ability to set goals and objectives and implement plans within set timelines
- Knowledge of budgeting and fiscal management principles
- A genuine interest in creating and supporting a diverse and inclusive community for students, faculty and staff and their families.
- Commitment to continuous learning and excellence in child care and family resource practice
- Possess a commitment to service and ability to work effectively in a changing and innovative institutional environment

**Asset or Preference:**
- Related experience communicating through the use of websites and social media; skilled in creating communication and promotional materials