

# MANAGEMENT PORTFOLIOS

## MANAGEMENT STRUCTURE AND ACCOUNTABILITY GUIDELINES

### OOSC- ASSISTANT PROGRAM COORDINATOR

#### DESCRIPTION

As an Assistant Program Coordinator, your job is to work as the Program Coordinators right hand, leading as part of a team providing a safe, fun, comfortable environment both indoors and out for children registered in TOPP KIDS programs. You will be responsible for ensuring your daily, weekly, monthly and yearly duties are *executed with excellence- outlined in your portfolio*. You will act as a support to everyone on the team and be in charge of **repair and maintenance, files, Timesavr, audits registrations Payroll and the Accreditation processes**. You report directly to the Program Coordinator.

The Assistant Program Coordinators additional qualities/skills needed are:

- Strong leadership skills
- Strong communicator, both written and oral communication
- Knowledge and familiarity with the Child Care Accreditation Standards, measures and process
- Knowledge of the jurisdiction of the Alberta Child Care Act
- Possession of basic computer and technological skills, especially Word, Excel, Adobe, and internet (preparation of documents in various formats such as PDF, Word, etc., electronic file naming, uploading documents).
- Ability to maintain confidentiality of inner workings/ staff / or issues that may arise
- Ability to maintain a routine, transitions and expectations effectively and consistently
- Attention to detail with a focus on goals
- Excellent follow up and takes initiative
- Continuously innovative
- Spirit of teamwork and professionalism
- Ability to convey a Family Run Feel

*Above all you must ensure that the centres are maintaining a high level of FUN & EXCITEMENT for children, families and your teams.*

#### **8 AREAS OF RESPONSIBILITY**

##### **1) Program Support/ Leadership**

- Be a brand ambassador- Face of the company to families and community members.
- Work with Front Line Team to create stronger program.
- Attends Management Meetings **once** a month.
- Attends and wright's minutes for team meetings minimum **once** a month.
- Fosters culture surrounding continuous communication and "Family-Run" feel with staff.
- Accountable and takes pride in program and its operations and team.
- Leads the team as Supervisor in Program Coordinators Absence.

##### **2) Auditing, Supervision, Safety & Cleaning**

- Supports team with Section Audits, advice and action plans weekly.
- Act as a support to any team member during the planning or execution of their scheduled activity.
- Use the **Administrative Calendar** - complete Child, Staff, Medication, File & Licensing audits when due.
- Performs excellent execution of *Every Face, Every Section, Every Time You Walk the Floor*.
- Performs excellent execution of *Active & Effective Supervision*.
- Ensures all Safety and cleaning practices are being met.
- In charge of all physical files & emergency backpack
- In charge of programs equipment **Repair and Maintenance**

##### **3) Every Family Leaves Happy**

- Talk to every Family! – builds respect and trust.
- Host all Parent Orientations and tours.
- Fosters culture surrounding continuous communication and "Family-Run" feel with families and community members.
- Effectively communicates with parents any child difficulties, issues or account discrepancies.

##### **4) Growth & Accountability**

- Always innovating new ideas to better the program.
- Assists Program Coordinator with keeping the program at capacity numbers and managing registrations.
- Continuing to train and further your education with Professional Development Coordinator.
- Attends all mandatory workshops and meetings

##### **5) Employer of Choice**

- Promotes the **Early Childhood & Development industry** as a professional career **NOT** as a daycare or babysitter job! - a position to take pride in!
- Catches team members "doing it right" and celebrates publicly.
- Fosters culture surrounding continuous fun and excitement in the workplace.
- Helps Program Coordinator plan staff events for culture and moral building.

##### **6) Licensing, Accreditation & Community Involvement**

- Accountable for maintaining licensing, brand and accreditation standards at all times.
- Maintain current files (child/staff/ company/etc.)
- In charge of building/ maintaining current Accreditation documentation in Standard binders, QEP, Quick-Look Binders and PAL website.
- Involve local businesses, associations, schools and community members to participate in the program

##### **7) Centre Quality & Maintenance**

- Consistently evaluates quality of program and its delivery to the families (*parents eye view*)
- Uses **Program Performance Evaluation** to ensure brand standards are met.
- Keep staff, child and parent boards up to date
- Send newsletter updates to the Regional Manager monthly

##### **8) TimeSavr, Registrations & Reporting**

- Ensures that program is operating a Capacity (full program) at all times.
- Keeps all files and systems (TimeSavr program) up to date and working.
- Registrations are managed weekly and families are contacted immediately with updates as needed.
- Ensures that Timesavr registrations are completely filled out with pictures, and receive both the welcome email as well as contact via phone call and start dates/waitlist info, payments/info and confirmations.
- Ensures all payroll and month end procedures and reporting is done correctly and on time.
- Ensures all deposits are submitted on time and reported properly to Fiscal Manager.
- NSF's, Late Fees, Child Care Fees, etc. are recorded and reported properly and collected immediately.
- All families at the program keep a \$0.00 Account Balance.

***Our passion is Child Care. Our secret is people.***

**MANAGEMENT PORTFOLIOS**  
**MANAGEMENT STRUCTURE AND ACCOUNTABILITY GUIDELINES**

## Assistant Program Coordinator Job Responsibilities

**As Needed:**

- Coach and hold accountable front line staff on leadership tasks, best practices and brand standards.
- Assists program coordinator with any daily activities and administration tasks.
- Update Staff Certifications on Dropbox
- Identify signs of emotional or developmental problems and address as required
- Catch team members *doing it right* and celebrate publicly
- Address concerns immediately and establish open lines of communication with parents, your team, principals and Regional Manager- talk to everyone!
- Executes consistent attention to atmosphere (music, activities, aesthetics, and transitions)
- Participates in and executes all new marketing and initiatives with team members (Family Nights, Open Houses, Science Fairs, Community involvement, etc.)
- Address any Repair & Maintenance of equipment (fix it)
- Parent/ Family Orientation walkthroughs
- Maintain all files (staff, child, completed, and general files)

**Daily Duties:**

- Return Registration Phone Calls and Emails
- Manage Portfolio
- Set-up/ tear down equipment
- Oversee daily program administrative operations and support staff
- Ensuring the quality of the program is maintained and exceeded daily
- Reads and initials Staff Communication Log Book, follows up on any opportunities communicated from previous shifts
- Oversee completions of Safety and Daily Checklists
- Delegates and follows up with all Cleaning duties performed by all team members.

**Weekly Duties:**

- Reviews Operations Audits with Program Coordinator Friday (5-6pm)

- Follows up with all portfolios section audits, productively coaches them to execute at an excellent level Thursday (5-6pm)
- Maintain Registrations, Wait List & all Files Tuesday, Thursday
- Ensures that Timesavr registrations are completely filled out, all receive both the welcome email as well as contact via phone call with start dates/waitlist info, payments/info and confirmations. Tuesday, Wednesday, Friday
- Work on Accreditation updates/process Monday

**Monthly Duties:**

- Prepare and attend Assistant Director Meetings Third Tuesday Every Month
- Completes and submits Month End Accreditation Report First Monday Every Month
- Maintains the Accreditation Quick-look Book and QEP
- Helps complete and submit Bi-Weekly Payroll Report (see payroll Calendar for schedule) Thursday before 12:00 pm
- Communicate all NSF, Subsidy, Late Fees and Child Care fees to Financial Manager and families Third Monday Every Month
- Collect all NSF, Subsidy, Late Fees and Child Care fees from families Due Third Friday Every Month
- Print Schools Newsletter & Calendar 5<sup>th</sup> of the Month
- Send info and Picture for Newsletter 20<sup>th</sup> of the Month
- Update Parent & Staff Resource Board 25<sup>th</sup> of the Month

**Yearly Duties**

- Complete in house licensing Audits ) (minimum x3 per year)
- Help Plan and execute family/ community events (Mandatory: Christmas Party, Open House/ showcase, Family Night) (minimum x3 per year)
- Audit Staff and Child files on TimeSavr November, February, May
- Plans & promotes Spring Break (sign-up sheets, field trip forms, marketing, fee collection) March/ April
- Equipment & Furniture Audit December
- Completes following years' attendance list & contacts and all families to confirm - must not be email or voicemail.

***Our passion is Child Care. Our secret is people.***

# MANAGEMENT PORTFOLIOS

## MANAGEMENT STRUCTURE AND ACCOUNTABILITY GUIDELINES

ASSISTANT PROGRAM COORDINATOR PORTFOLIO		
PASSWORD LOG	FAMILY ORIENTATION CHECKLIST	CLEANING AUDIT
COMPANY CONTACT SHEET	MONTHLY AUDIT TRACKER	LICENSING AUDIT
MANAGEMENT STRUCTURE & ACCOUNTABILITY BOOKLET	CHILD FILE AUDIT	MONTHLY QEP SHEET
THE PORTFOLIO SYSTEM	STAFF FILE AUDIT	EMPLOYEE EVALUATION
JOB DESCRIPTION / RESPONSIBILITIES / WEEKLY SCHEDULE	MEDICATIONS/ILLNESS AUDIT	PROGRAM PERFORMANCE EVALUATION
DAILY OUTLINE	FILE SYSTEM AUDIT	

## Weekly Schedule

*(based on average week, schedule may change due to school times, shifts, PD Days or Spring Break)*

DAY OF THE WEEK	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MORNING	Set up /Sanitation (6:45 am – 7:00 am)	Set up /Sanitation (6:45 am – 7:00 am)	Set up /Sanitation (6:45 am – 7:00 am)	Set up /Sanitation (6:45 am – 7:00 am)	Set up /Sanitation (6:45 am – 7:00 am)
	Ratio & Staff Support Ratio (7:00 am – Bell)	Ratio & Staff Support Ratio (7:00 am – Bell)	Ratio & Staff Support Ratio (7:00 am – Bell)	Ratio & Staff Support Ratio (7:00 am – Bell)	Ratio & Staff Support Ratio (7:00 am – Bell)
	Accreditation 1-2 hours	Registrations & Office Time 1-2 hours	Payroll & Administrative Duties 1-2 hours	Meetings, Registrations & Office Time 1-2 hours	BREAK
BREAK					Staff Meeting
					Set up /Sanitation (until – Bell)
AFTERNOON	Staff Meeting	Staff Meeting	Staff Meeting	Staff Meeting	Ratio & Staff Support Ratio (Bell - 5:00 pm)
	Set up /Sanitation (until – Bell)	Set up /Sanitation (until – Bell)	Set up /Sanitation (until – Bell)	Set up /Sanitation (until – Bell)	
	Ratio & Staff Support Ratio (Bell - 5:00 pm)	Ratio & Staff Support Ratio (Bell - 5:00 pm)	Ratio & Staff Support Ratio (Bell - 5:00 pm)	Ratio & Staff Support Ratio (Bell - 5:00 pm)	
	Cleaning Schedule	Ratio & Staff Support Ratio (Bell - 5:00 pm)	Ratio & Staff Support Ratio (Bell - 5:00 pm)	Audit Day	Weekly Portfolio Review (5:00 pm- 6:00 pm)

6 hours per day/ Maximum 32 hours per week!

WAGE SCALE				
Job Title	Wage (Without Wage Top-Up)	With Wage Top-Up (must have valid ECE certificate) Pre-Accredited Program	With Wage Top-Up (must have valid ECE certificate) Accredited Program	Accreditation Code
Assistant Program Coordinator	\$15.00 - \$17.50	\$16.44 - \$21.92 <small>(based on all Direct Child Care Hours and all Indirect Child Care Hours/Month)</small>	\$17.14 - \$24.12 <small>(based on all Direct Child Care Hours and all Indirect Child Care Hours/Month)</small>	10

*Our passion is Child Care. Our secret is people.*