

TOPP KIDS Out of School Clubs (1533948 Alberta Corp.) / TOPP KIDS FOUNDATION

LEADERSHIP TEAM - PROGRAM COORDINATOR	
APPROVED BY:	Cody Topp – C.E.O.
DATE APPROVED:	February 24 th , 2023
REVIEWED:	Annually

JOB TITLE:

Program Coordinator

MAIN PURPOSE OF THE JOB:

As a Program Coordinator, you will be a dynamic leader with expertise in Early Childhood Education focused on developing the growth and quality of your TOPP KIDS program. You will work closely with the Support and Leadership teams of multiple TOPP KIDS programs to create a rich environment for children, families and staff to reach their full potential. You will ensure all TOPP KIDS brand standards and best practices are being accomplished daily. Using the **Leadership Imperatives: Connect, Shape, Lead and Deliver**- you will lead, develop and support Room Leads, Active Play Coordinators, and Practicum Placements and support the training of new staff, maintaining excellence in all areas of managing and leading your program, including, **planning, supervision, safety, licensing, maintenance of brand standards, meeting the needs of the children, community building and fiscal responsibilities**. While doing this, you will develop positive relationships and become a face of TOPP KIDS to our families, staff and community stakeholders.

The Program Coordinator can coach and lead a team, while holding them accountable in all areas of managing a TOPP KIDS program.

Above all you must ensure that the program is maintaining a high level of FUN & EXCITEMENT for children, families and your team.

REPORTS TO:

This job title that this job incumbent reports to: Regional Manager, Director Of Operations, and C.E.O.

DIRECT REPORTS:

Job tiles supervised by this job incumbent.

Room Leads, Active Play Coordinators, Practicum Students, and Volunteers

QUALIFICATIONS:

The minimum qualifications required to successfully perform this role:

5+ years of Early Childhood Education or related experience, a minimum of a Level 2 Alberta ECE Certification, and reliable transportation.

ADDITIONAL QUALITIES/SKILLS/ ATTRIBUTES NEEDED ARE:

- Strong relationship building skills with teams, families, children and community
- Strategic leader that drives community impact
- Ability to lead using TK Brand Standards and Best Practices
- Adaptable
- Strategic leadership during change, growth and development
- Strong communicator, both written and oral
- Knowledge and familiarity with the jurisdiction of the Alberta Child Care Act and child care Best Practices
- 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 company practices/ staff / or occurrences 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 skills and takes initiative.
- Ability to maintain a monthly budget.
- Mentorship skills for teams and practicum students
- Spirit of teamwork and professionalism
- Personal drive for self-growth and improvement
- Excellent time-management skills
- Flexibility with scheduled assignments and tasks
- Reliable transportation and ability to commute to multiple locations.
- Ability to convey a “Family Run Feel”.

All qualifications comply with human rights legislation.

DUTIES AND RESPONSIBILITIES:

8 AREAS OF RESPONSIBILITY

Reflected in evaluations

PROGRAM SUPPORT/ LEADERSHIP

- Be a brand ambassador- Face of the company to families, team members and community.
- Leads the “Daily Flow” routine and all transitions per brand standard.
- Works with Support Management team to create a stronger program.
- Works with Regional Manager to grow and maintain a strong team.
- Attends Leadership Meetings once a month.
- Hosts team meetings Minimum once a month.
- Follows the [TOPP KIDS Administrative Calendar](#).
- In ratio as a Primary Staff Member.
- Fosters culture surrounding continuous communication, growth and “Family-Run” feel with team.
- Performs monthly check-ins, 3 month, and annual team reviews.
- Accountable and takes pride in the program, its operations and team.

PLANNING, SUPERVISION, SAFETY & CLEANING

- Supports the team with Portfolios, direction, advice, growth, and action plans.
- Helps team understand portfolios and ensure Coordinators are managing, reviewing and *executing with excellence* monthly.
- Ensures each team member is equally contributing to each weeks planning based on their portfolio so that you can build the weekly planning sheets.
- Ensures planning is all age appropriate and follows planning guidelines and mandatory themes are met.
- Weekly Planning is posted for parents and children to see what is happening weekly.
- Daily Pre and Post shifts (discussions) are being held to better plan the day and reflect.
- Follows up with the Room Lead(s) on Weekly and monthly audits.
- Coaches team members on dealing with behaviour management and the following communication with parents.
- Coaches’ excellence in execution of *Every Face, Every Section, Every Time You Walk the Floor*.
- Coaches’ excellent execution of *Active & Effective Supervision*.
- Maintains a structured cleaning routine.
- Ensures all safety and medication procedures are met, coached and well communicated.
- Makes team aware of individual child needs, medical conditions, allergies, custody orders, etc.
- Ensures safety (fire and Lockdown) drills are recorded and practiced.

EVERY FAMILY LEAVES HAPPY

- Talk to every Family! – builds respect and trust.
- Ensures surveys are being completed by families, staff and children any issues are addressed promptly.
- Fosters culture surrounding continuous communication and “Family-Run” feel with families and community members.
- Effectively communicates with parents any child difficulties, issues or action plans.

- Professionally communicates to families and community through Weekly Newsletters and event promotions.

GROWTH AND ACCOUNTABILITY

- Focuses on the continuous growth of self and team members, acting in a mentorship role when needed, maintaining a culture of growth for everyone.
- Always innovates new ideas to better the program.
- Communicate with the Professional Development Coordinator to plan workshops/ seminars/ etc. for team development.
- Performs monthly Portfolio reviews and all team reviews.
- Always challenging the team to be different, exciting and to always innovate and bring something new to the program!
- Trains the first 30 days of the onsite training schedule with all new staff and following up with the *Integration Coordinator*.
- Accountable for the teams’ actions, ensuring all team members know and execute their roles and responsibilities.

EMPLOYER OF CHOICE

- Promotes the Early Childhood & Development sector as a professional career using language commonly used across the sector (i.e: Educator vs playworker).
- Promotes the use of brand specific practices to promote a fun professional workplace. (buy into the cheesiness!)
- Catches team members “*doing it right*” and celebrates publicly.
- Fosters culture surrounding continuous fun and excitement in the workplace.
- Plans staff events for culture and moral building.
- Encourages continued growth of employees and self through Professional Development Coordinator and furthering education programs.
- Manages all vacation requests before they are sent to Regional Manager.
- Coaches all practicum placements and internships at the program.

LICENSING & COMMUNITY INVOLVEMENT

- Maintains and holds team and program accountable for licensing and brand quality standards at all times.
- Sends out Weekly Newsletters to all families and community members in the program.
- Maintains up to date files (child/staff/ company/etc.)
- Maintains up to date Timesavr records and accounts.
- Reports, reviews and follows up with all incident reports, inspections, and licensing requirements with Regional Manager minimum every 6 months.
- Maintains current Portfolio and documentation booklets and reporting.
- Actively ensures TOPP KIDS is involved in the community- school, neighbourhood, city, etc. (e.i: Involving local businesses, associations, schools and community member, etc.

PROGRAM QUALITY & MAINTENANCE

- Ensures that Fire and Health inspections and records are up to date.
- Consistently evaluates the quality of the program and its delivery to the families (parents eye view)
- Ensures that parent / staff / kids boards and all postings are professional and brand standard and presentable.
- Uses the *Program Performance Check-Ins* to ensure brand standards are met.
- Uses the *Staff Performance Evaluation* to ensure team standards are met.
- Ensures programs use brand schedules, routines and processes and coaches' teams on them when needed.
- Sets-up and tears-down program daily, and stores equipment in an organized manner avoiding damages.

FISCAL MANAGEMENT & REPORTING

- Ensures that program is operating at Capacity (full program) always.
- Maintains up to date profile information for all staff and children on TimeSavr.
- Ensures staff files are uploaded to a digital format.
- Ensures that budgets are maintained and used effectively.
- Ensures all payroll and month end procedures and reporting is done thoroughly, correctly, and on time.
- Ensures all drop-ins are submitted on time and reported properly to Accounts Manager.
- Ensures Late pick up Fees are recorded and reported properly to the accounts team.
- Helps the *Accounts Manager* follow up with families at the program.
- Ensures all Staff members collaterals (police Check, ECE Certification, First Aid) are up to date in the digital and physical file.

Further tasks may be listed in the Program Coordinator Portfolio.

WORKING CONDITIONS:

You will work primarily at a school location, both indoors, and outdoors in an active setting. Between school hours you will continue to work in an office or home setting and should be aware that some supervision may also be required on field trips during program time.

Travel may be necessary and done so in a chartered bus between program and field trip locations.

Shifts are typically split and can span from 6:45 AM – 6:00 PM following a general schedule (*dependent on your location and program needs*) and may be subject to change throughout the year. Schedules must not exceed 44 hours per week but flexibility may be needed. Break times are self-managed, and some shifts may be extended based on company needs.

PHYSICAL REQUIREMENTS

The physical requirements of the job are stated in this section. Depending on the position type, a variety of physical requirements may apply. Sections which need to be referenced are listed below:

- **Strength Guidelines**
In this role you may have to lift carpets and other materials, boxes of paper, or supplies which weigh approximately 20 - 40lbs.
- **Motion Parameters**
In this role you may be expected to sit at a desk for long hours or stand in programs during your shift. Other common parameters would be running, walking, playing floor activities with children, stairs, squatting, kneeling, pushing and pulling furniture.
- **Vision and Hearing Requirements**
In this role you may be expected to spend long hours in front of a computer screen and may be required to have the ability to read signs and documents, see across the span of a gymnasium or field and judge distances as well as actively listen during child care supervision and program assessments.
- **Psychological Demands**
In this role you will be is expected to make both strategized and quick decisions, supervise and coach workers, problem solve, read or write, speak publicly, or interpret data as well as support both the professional and sometimes personal growth of individuals.

You will also work closely with families and often hear their stories and act as a sounding board or support, creating a *community of care* around them. This at times may become psychologically taxing.

ACKNOWLEDGEMENT & AGREEMENT

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organization and the overall business objectives of the organization.

SIGNATURE: _____
Employee

NAME: _____
Print

DATE: _____