

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

SUPPORT MANAGER- REGIONAL MANAGER	
APPROVED BY:	Cody Topp – C.E.O.
DATE APPROVED:	February 27 th , 2023
REVIEWED:	Annually

JOB TITLE:

Regional Manager

MAIN PURPOSE OF THE JOB:

As a Regional Manager, you will be a dynamic leader with expertise in Early Childhood Education focused on developing the growth and quality of the TOPP KIDS Out of School Clubs brand. You will work closely with your colleagues on the support team as well as the leadership team members of multiple TOPP KIDS programs to create rich environments for children, families and educators to reach their full potential. You will ensure all TOPP KIDS brand standards and best practices are being executed. Using the Leadership Imperatives: **Connect, Shape, Lead and Deliver** you will train, develop and support Program Coordinators. Redirect any further training needed to the Integration Coordinator and support the training of new team members to achieve and maintain excellence in all areas of leading a program. Ensuring leaders fully understand all company policies, procedures, and expectations of licensing, leadership, team and community building. You will develop positive professional relationships and become a face of TOPP KIDS to our families, staff and community stakeholders. Support managers must have flexibility as the job is constantly changing and evolving to meet the needs of the company, programs, teams and educators under our direction.

The Regional Manager will supervise, coach, and support teams while holding team members accountable in all areas of leading a TOPP KIDS Out of School Club.

Above all you must ensure that the programs are maintaining a high level of quality, fun, safety & excitement for children, families, and teams while maintaining best practices and brand standards.

REPORTS TO:

This job title that this job incumbent reports to the: **Operations Manager and C.E.O.**

DIRECT REPORTS:

Job tiles supervised by this job incumbent:

Program Coordinators, 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, personal vehicle and valid drivers license.

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
- Strategic leadership during change, growth and development
- Strong communicator, both written and oral
- Must maintain confidentiality of company practices/ staff / or issues that may arise.
- Strong technology /computer knowledge & ability
- Attention to detail with a focus on goals.
- Excellent follow-up skills and takes initiative.
- Mentorship skills for teams and practicum students
- Spirit of teamwork and professionalism
- Personal drive for growth and improvement
- Flexibility with scheduled assignments and tasks
- Reliable transportation and ability to commute to multiple locations.

All qualifications comply with human rights legislation.

DUTIES AND RESPONSIBILITIES:

6 AREAS OF RESPONSIBILITY

Reflected in evaluations

PROGRAM SUPPORT

- Helps programs understand roles/ portfolios and ensures Program Coordinators are leading, reviewing and mentoring educators.
- Facilitate & actively participate in Leadership Meetings.
- Helps maintain the TOPP KIDS Administrative Calendar for all programs.
- Acts in ratio for programs when needed and attends all major program events.
- Finding replacement or cover for program staffing when necessary.
- Maintains a schedule where all programs are visited: 1 announced, 1 unannounced, 1 team meeting / an additional unannounced per month
- Schedules time to actively promote PLAY by role modeling with children during visits!

EVERY FAMILY LEAVES HAPPY

- Talks to every Family! – builds respect and trust.
- Ensures survey results are being reviewed with programs, creating action plans for improvement.
- Any issues are addressed in a professional manner and supports are offered when deemed necessary.
- Fosters culture surrounding continuous communication and “Family-Run” feel with families and staff.
- Coaches leadership team members on how to deal with behavior guidance strategies for educators and any collaboration / communication needed with parents.
- Coaches excellent execution of Every Face, Every Section, Every Time You Walk the Floor.
- Supports and attends program events, open houses, companywide events,

GROWTH AND ACCOUNTABILITY

- Innovates and maintains a Regional Manager Portfolio and processes.
- Ensures Program Coordinators are mentoring new educators according to TOPP KIDS standards.
- Supporting the development & growth of new Program Coordinators.
- Fosters a culture of continuous improvement, innovation, and development.
- Innovates new processes and policies for TOPP KIDS through proper channels.
- Executes check-ins, and work-withs and explores growth opportunities with teams as per portfolio outline and as needed.
- Performs annual Program Coordinator reviews and supports staff reviews with Program Coordinator.

- Inspires the team to be creative, innovative and to seek new opportunities.
- Promotes community building through program initiatives with Program Coordinators
- Keeps educators accountable using approved disciplinary actions and supports / approves Program Coordinators with disciplinary actions with consultation of the Operations Manager.
- Accountable for the successes and growth opportunities of teams assigned.
- Collaborates with Support Team to foster employee growth.

EMPLOYER OF CHOICE

- Catches team members “doing it right” and celebrates publicly.
- Fosters culture surrounding continuous fun and excitement in the workplace.
- Facilitates & actively participates in companywide events for culture and morale building.
- Attends & supports program events
- Supports teams with vacation requests and cover when needed.
- Supports the mentoring of all practicum placements & internship programs.
- Conducts monthly coordinator 1 on 1 check-ins and support.

LICENSING, ADVOCACY & COMMUNITY INVOLVEMENT

- Reports, reviews and follows up with all incident reports, inspections, and licensing requirements.
- Submit & apply for program exemptions
- Holds programs accountable for licensing standards.
- Attends advocacy/ industry meetings, workshops and seminars.
- Networks with outside organizations, bring new involvement, innovation and ideas to TOPP KIDS.

PROGRAM QUALITY & MAINTENANCE

- Ensures that Fire and Health inspections are up to date at programs.
- Ensures that Company culture is present.
- Uses Program Performance Evaluation to ensure brand standard met.
- Ensures programs use brand schedules, routines and processes to coach's teams when needed
- Reviews Program Month End packages and submits Regional Month End package to the Operations Manager.
- Support teams in executing excellent brand standards for inventory & physical appearance of program / supply upkeep using the Program Plan.



Further tasks may be listed in the [Regional Manager Portfolio](#).

WORKING CONDITIONS:

You will work primarily indoors, both in an office setting and onsite at schools and should be aware that some supervision may also be required outdoors or on field trips during program time.

Travel will be necessary and done so in your personal vehicle between the Head office and programs.

Shifts are split and span from 6:45 AM – 6:00 PM following a general schedule (*found in the Regional Manager Portfolio*) but must not exceed 44 hours per week. Break times are self-managed and some shifts may be extended based on company needs.

PHYSICAL REQUIREMENTS

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

- **Strength Guidelines**
In this role you will not have to do much lifting but occasionally may have to lift a boxes of paper, carpets 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, or driving.
- **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 during program visits.
- **Psychological Demands**
In this role you will be is expected to make both strategized and quick decisions, supervise workers, problem solve, read or write, speak publicly, or interpret data as well as support both the professional and sometimes personal growth of individuals.

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: _____