



## **Position Announcement**

**Job Title:** Director of Family Subsidy Services  
**Reports To:** Deputy Director of Programs  
**Hours:** 40/week  
**Résumés Due:** February 15, 2013

**Position Summary:** The Director of Family Subsidy Services leads the Children's Council's largest and most intensive family support program, playing a key role in ensuring that low income families in San Francisco gain and maintain access to affordable care. The Director establishes a supportive, learning, and accountable team culture that ensures the quality of all services to families and child care providers participating in the Subsidy program.

### **Responsibilities**

- Leads the Family Subsidy Services Department, ensuring the quality and integration of all related services, including Need & Eligibility, family and provider casework, provider training, and timesheets and payments.
- Serves as an agency leader and member of the senior management team. Participates in organization-wide planning and development activities.
- Supervises Family Subsidy Managers and assists them in planning, implementing, coordinating and reporting on program services.
- Recruits, orients, trains, supervises, evaluates and, if necessary, terminates Family Subsidy Managers.
- Establishes policies, practices, and a team culture that support the highest quality work and customer service.
- Ensures integrity of practices around quality assurance, client appeals, complaint response, vendor relations, and fraud investigation.
- Represents the agency at public meetings and in contract negotiations with state, county and other funding agencies.
- Remains fully informed of—and helps agency take action on—public policy issues related to child care, and advocates for increases in child care subsidies and services, for accessibility and for quality, through public hearings and other advocacy opportunities.
- Develops systems, policies and procedures to assure seamless and responsive subsidized child care, resource and referral, parent information and support services.
- Represents the agency at—and reports on—appropriate statewide and local organizations and conferences, committees, task forces and other meetings.
- Works closely with other program and departmental leadership within the organization to promote agency services and activities, strengthen program collaboration and develop agency training calendar.
- Works closely with the Director of Finance and other senior staff to assure fiscal accountability and contract compliance.
- Works closely with Data/IT/Finance functions to assure timely and accurate collection and reporting of program and fiscal data.
- Prepares and submits project applications, contracts, contract modifications and reports.
- Other relevant duties as assigned.

### **Qualifications**

- Master's degree in social work, child development or related field plus minimum of three years management experience, OR Bachelor's degree and minimum of five years of management experience.
- Minimum four years experience in an agency that administers child care information and/or subsidy programs.
- Minimum 4 years experience in staff supervision.
- Knowledge of child development, service delivery and evaluation
- Excellent written and verbal communication skills.
- Experience in and commitment to working with diverse staff, client population, families and children.
- Demonstrated ability to develop effective policies, systems and procedures.
- Ability to work effectively, independently and with a team, on program planning, implementation and evaluation.
- Strong meeting facilitation skills
- Strong ability to handle complex, multiple tasks in a constantly changing environment.
- Strong computer skills, including words processing and knowledge of database issues.
- Ability to work effectively with a wide variety of governmental and community-based organizations.

### **Preferred**

- Knowledge of primary local, statewide and national policy issues facing children and families and child care providers.
- Knowledge of local and statewide family service, child care and provider organizations.
- Detailed knowledge of issues and best practices related to need and eligibility for financial support programs, family casework, and payment supports for child care providers and/or similar service providers.

### **PHYSICAL REQUIREMENTS:**

- Mental acuity to perform the essential functions of this position in an accurate and timely fashion; to make good judgments and decisions; and to evaluate the results of decisions and judgments

### **TYPICAL PHYSICAL DEMANDS, SUBJECT TO REASONABLE ACCOMMODATION:**

- Ability to sit at a desk for extended amounts of time
- Ability to stand for extended amounts of time
- Manual dexterity to use a telephone and computer
- Ability to hear and understand speech at normal room levels, and to hear and understand speech on the telephone
- Ability to speak in audible tones so that others may understand clearly in normal conversations and over the telephone
- Physical agility to lift and carry up to 20 pounds and to bend, stoop, walk and reach overhead
- Physical agility to push/pull, squat, twist and turn