

HUMAN RESOURCES POLICIES AND PROCEDURES

POSITION DESCRIPTION: PROGRAM SUPERVISOR

SECTION ONE: POSITION TITLE, REPORTING AND STATUS

Position Title: Program Supervisor	
Reports to: Program Manager	Direct Reports: Program Leader, Full Day RECE / DA, Before and After School Staff, Teaching Assistants, Cooks, Support Staff, Relief and Supply Staff
Job Status: Full Time	Hours of Work: 37.5 hours per week
Effective Date: January 13, 2020	Revision Date: April 2023

SECTION TWO: POSITION SUMMARY

As a member of the Supervisory Team, this position provides leadership to Childcare Centre(s). The Program Supervisor provides oversight to the day-to-day operations of services provided by the Umbrella Family. This position implements and delivers high quality programs in alignment with the Umbrella Family's mission, vision and values.

SECTION THREE: DUTIES AND RESPONSIBILITIES

The key responsibilities of the Program Supervisor comprise of the following:

3.1 Resource to the Program Manager

- (i) Report to the Program Manager on any applicable trends or situations that could impact the service delivery and overall performance of Umbrella Family; and
- (ii) Prepare any background information as required by the Program Manager.

3.2 Compliance with Legislation, Regulations and Organizational Policies and Procedures

- (i) Ensure compliance with applicable legislation, regulations and contractual agreements pertaining to Umbrella Family;
- (ii) Ensure compliance with the organizations policies, procedures and the collective agreement; and
- (iii) Inform the Program Manager of any areas of non-compliance with legislation, regulations, contractual obligations, organization policies and procedures and/or the collective agreement.

3.3 Risk Management

- (i) Inform the Program Manager of situations that could create potential risk and liabilities for the Umbrella Family; and
- (ii) Implement the risk management plan of the organization, as required.

3.4 Service Delivery Priorities

- (i) Determine in collaboration with the Program Manager the annual priorities for service delivery within the context of the strategic plan approved by the Board of Director.

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3.5 Service Delivery Performance Outcomes and Evaluation

- (i) Tracks and responds to indicators of success/performance outcomes for service delivery in collaboration with the Program Manager; and
- (ii) With the support of the Program Manager, evaluates service delivery based on the established indicators of success/performance outcomes, including but not limited to quality of programs, waitlist management, budget management, ministry compliance audits and client satisfaction.

3.6 Service Delivery Management

- (i) Manage and coordinate the service delivery for assigned childcare centre(s) as defined by Umbrella Family;
- (ii) Ensure quality programming which is aligned with the organizations mission, vision and core values;
- (iii) Act as a resource to program staff regarding complex and/or contentious situations;
- (iv) Review program enrollment and forecasting within allocated childcare centres;
- (v) Build and maintain effective relationships with the management team, supervisory employees and directly supervised employees;
- (vi) Attend and actively participate in Supervisory meetings chaired by the Program Manager(s); and
- (vii) Provides direct support and direction to direct reports when dealing with challenging program related issues.

3.7 Human Resources Management

- (i) Manage performance of directly supervised employees;
- (ii) Set schedules and coordinate time off provisions for all directly supervised employees;
- (iii) Provide professional guidance to directly supervised employees in the resolution of concerns and issues;
- (iv) Promote a positive, fair and learning environment within the organization;
- (v) Ensure that confidential employee files of directly supervised employees are maintained with up-to-date information;
- (vi) Conduct probationary and Annual Performance Evaluations of directly supervised employees;
- (vii) Coordinate and lead monthly meetings with directly supervised employee to review program quality, organizational wide updates and address any situations that require support;
- (viii) Provide oversight to ensure that the recruitment, selection, orientation, training and development processes are implemented for directly supervised employees;
- (ix) Ensure that directly supervised employees are informed of policies and procedures of the organization;
- (x) Ensure that employee complaints and concerns are responded to in an effective and timely manner;
- (xi) Implement disciplinary action for directly supervised employees in accordance with policies and procedures of the organization; and
- (xii) Recommend the termination of any directly supervised employee to the Program Manager, when required.

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3.8 Financial Management

- (i) Monitor and adhere to the approved program budget for all assigned childcare centres;
- (ii) Authorize program related expenditures within the approved budget; and
- (iii) Monitor program specific budgets and identify any variance/issues and report to the Program Manager on a monthly basis.

3.9 Information Management

- (i) Follow established organizational protocols to ensure that personal information of children, families, employees and volunteers is protected and safeguarded according to applicable privacy legislation and regulations and the policies and procedures of the organization;
- (ii) Provide oversight on the overall quality and accuracy of any applicable data collection; and
- (iii) Review ministry binders to ensure they are complete, current, accurate and implement any corrective action, if required.

3.10 Health and Safety Management

- (i) Ensure that appropriate and safe working conditions exist to enable directly supervised employees to carry out their duties;
- (ii) Identify and address any identified health and safety issues; and
- (iii) Advise the Program Manager of health and safety issues that require a broader organizational response.

3.11 Communications Management

- (i) Maintain regular communications with the Supervisory Team, directly supervised employees, ministry personnel and applicable community partners;
- (ii) Lead monthly staff meetings based on a format and schedule developed in collaboration with the Program Manager(s); and
- (iii) Implement the Crisis Communications Plan, as directed by the Program Manager.

3.12 Community Relations Management

- (i) Build positive partnerships with any applicable community partners, including ministry personnel; and
- (ii) Foster an organizational culture that is rooted in integrity.

3.13 Representation of the Organization

- (i) Represent Umbrella Family in external meetings as assigned by the Program Manager.

3.14 Professional Development

- (i) Participate in a performance evaluation process conducted by the Program Manager and follow up on any stated actions and/or goals; and
- (ii) Attend professional development opportunities recommended by the Program Manager to enhance overall management knowledge and/or performance.

SECTION FOUR: AUTHORITY

The Program Manager delegates authority to the Program Supervisor to:

- (i) Provide leadership and manage their responsibilities within the established policies, priorities and outcomes;

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- (ii) Manage programs and related support services in an effective and efficient manner; and
- (iii) Interpret and implement the policies and procedures of the organization.

SECTION FIVE: ACCOUNTABILITY

The Program Supervisor is accountable to the Program Manager to:

- (i) Exercise leadership to implement services that adapt to the changing needs of children and their families;
- (ii) Ensure that any applicable legislation, regulations, contractual obligations, policies, procedures and collective agreements of the organization are not violated;
- (iii) Ensure that programs and related support services are delivered within the approved budget;
- (iv) Ensure that directly supervised employees have the proper support, supervision, orientation and training to carry out their responsibilities;
- (v) Ensure a safe, healthy and productive work environment;
- (vi) Maintain a harmonious working relationship with employees;
- (vii) Provide reliable and timely information to support the decision-making processes of the organization;
- (viii) Develop and maintain a positive working relationship with any applicable community organizations;
- (ix) Ensure that the organization is perceived by the community in a positive manner; and
- (x) Minimize any risks and legal liabilities to the organization.

SECTION SIX: QUALIFICATIONS

The **minimum** qualifications for the Program Supervisor are as follows:

6.1 Education, Professional Designation and Certification Requirements

- (i) College Diploma (or equivalent) in Early Childhood Education is required; and
- (ii) Registered Early Childhood Educator (RECE) in good standing.

6.2 Experience, Knowledge and Skill Requirements

- (i) Five (5) years of experience working within a childcare centre and two (2) years of people management experience;
- (ii) Experience working in a not-for-profit organization;
- (iii) Experience working within a unionized environment is considered an asset;
- (iv) Working knowledge of applicable legislation and regulations, to carry out job responsibilities;
- (v) Working knowledge and skill to provide professional expertise and guidance to directly supervised employees;
- (vi) In-depth knowledge and understanding of “How Does Learning Happen” principles and practices.
- (vii) Strong written and verbal communication skills;
- (viii) Effective and well-developed interpersonal skills;
- (ix) Working knowledge of MS Office Suite is preferred, including Word, Excel and Outlook.
- (x) Confident and consistent decision-making skills;
- (xi) Experience in program planning, development and evaluation;

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- (xii) Resourcefulness and flexibility to meet the needs and demands of the position;
- (xiii) Ability to work independently and as a team member to achieve outcomes and meet deadlines; and
- (xiv) Ability to balance demands and priorities and to manage effectively.

6.3 Competencies and Judgment

- (i) Manage in an ever-changing and evolving environment;
- (ii) Use professional judgment on a daily basis;
- (iii) Handle emergencies, crises and hostile behaviour;
- (iv) Maintain control in difficult and frustrating situations;
- (v) Accommodate competing demands;
- (vi) Communicate orally and in writing with colleagues and professionals;
- (vii) Make effective group presentations; and
- (viii) Maintain confidentiality.

SECTION SEVEN: WORKING CONDITIONS

The working conditions for the Program Supervisor are as follows:

- (i) The position is performed in an office environment located within a childcare centre; this position is occasionally required to work within the childcare rooms;
- (ii) Regular requirement for multi-tasking, simultaneous multiple urgent demands and / or work requiring attention to detail, subject to frequent, regular interruptions or peak periods requiring an accelerated work pace or deadlines;
- (iii) Occasional exposure to uncomfortable, challenging and hazardous conditions such as dust, noise, odours, driving in inclement weather / poor road conditions, verbal or physical conflict, aggression or abuse, etc.;
- (iv) Frequent requirements for manual dexterity / coordination for computer use; Frequent requirements for light physical exertion, such as sitting, standing, walking and operating office equipment; Occasional requirements for heavy physical exertion, including the ability to lift up to 25 lbs (e.g. lifting a child, moving a heavy box of office supplies);
- (v) Regular requirement for low-intensity mental, visual or aural concentration for such activities as reading, inputting data, taking notes; Seldom requirement for high intensity mental, visual or aural concentrations such as analysing large volumes of data, listening to calls / presentations or face – to face interactions of a more complex nature;
- (vi) Hourly position based on 37.5 hours/week, Monday to Friday. Availability to work a flexible schedule to meet the needs of the organization is required.
- (vii) Occasional travel is required within the Greater Hamilton Area; and
- (viii) This position is required to be on-call.

SECTION EIGHT: INTERNAL AND EXTERNAL RELATIONSHIPS

The Program Supervisor will maintain regular contact with the following:

Internal Relationships

- (i) Program Manager: To liaise closely to achieve goals to sustain the organization's values; to report on progress and receive direction as needed (Weekly);

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- (ii) Directly Supervised Employees: To provide oversight and leadership; to provide coaching, feedback and performance management, to provide approvals (Weekly)
- (iii) Supervisory Team: To collaborate on the organizations operational goals and objectives (Weekly);
- (iv) Human Resource Generalist: To liaise regarding recruitment (Monthly);
- (v) Human Resources Manager: To liaise regarding complex HR related matters as well as leaves management (Monthly); and
- (vi) Finance Team: To coordinate regarding budgets, payroll, parent fees and invoices (Bi-weekly).

External Relationships

- (i) Ministry: To report serious occurrences or to discuss licensing (Monthly);
- (ii) HWDSB Personnel: To collaborate and maintain positive working relationships and to resolve concerns (Monthly);
- (iii) Community Partners: & Vendors: To develop and maintain positive working relationships (Monthly); and
- (iv) Parents and Caregivers: Actively engage with and support parents and caregivers when required.

SECTION NINE: EMPLOYMENT CONDITIONS

Specific employment conditions of the Program Supervisor include the following:

- (i) Satisfactory Police Reference Check for the Vulnerable Sector;
- (ii) Medical clearance indicating free from Tuberculosis and up to date immunizations;
- (iii) Valid Level C First Aid and CPR;
- (iv) Valid Food Handler's Certification; and
- (v) Valid Ontario Driver's License, Insurance and Reliable Transportation.

This job profile provides an overview of the minimum requirements of the position and does not include all of the duties inherent, included or associated with the job or with the performance of the job. The Leadership Team reserves the right to make changes to the job profile as it sees fit to meet the needs of the organization.