

HUMAN RESOURCES POLICIES AND PROCEDURES

POSITION DESCRIPTION: SATELLITE PROGRAM LEADER

SECTION ONE: POSITION TITLE, REPORTING AND STATUS

Position Title: Satellite Program Leader	
Reports to: Program Supervisor	Direct Reports: None
Job Status: Full Time	Hours of Work: In accordance with the Collective Agreement
Effective Date: March 2019	Revision Date: June 2023

SECTION TWO: POSITION SUMMARY

In addition to duties and responsibilities outlined in the Before and After School Job Description, the Program Leader is responsible to provide leadership and administrative support to a childcare centre which provides child care to kindergarten and school aged children. This position 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 Satellite Program Leader comprise of the following:

3.1 Resource to the Program Supervisor

- (i) Report to the Program Supervisor on any situations that could impact the service delivery and overall performance of the Satellite Program.

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 and procedures; and
- (iii) Inform the Program Supervisor of any areas of non-compliance with legislation, regulations, contractual obligations and organization policies and procedures.

3.3 Risk Management

- (i) Inform the Program Supervisor of situations that could create potential risk and liabilities for the Umbrella Family.

3.6 Administrative Functions: Service Delivery

- (i) Coordinate the service delivery for an assigned childcare centre as defined by Umbrella Family;
- (ii) Implement quality programming which is aligned with the organizations mission, vision and core values;
- (iii) Act as a resource to program staff regarding day-to-day operations;
- (iv) Act as the key point of contact for families in regard to general questions or concerns, enrollment, waitlists, fee schedules and children's records;
- (v) Purchase food for the childcare centre in accordance with the menu and within an allocated budget;

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- (vi) Maintains adequate supply of programming materials and safe furnishings. Prepares and submits orders to Program Supervisor for approval.
- (vii) Coordinate new enrollments inclusive of enrollment packages, tours and play visits as required;
- (viii) Maintain waitlists to ensure maximum enrollment levels and ensure ongoing communication with families waiting for care;
- (ix) Complete monthly statistics regarding enrollment and forward to the Program Supervisor for review and approval.

3.8 Financial Management

- (i) Maintain subsidy and payment information for families, including the creation of fee schedules;
- (ii) Collection of fees including bank deposits every two weeks; and
- (iii) Submit receipts and invoices to the Program Supervisor for approval on a monthly basis.

3.9 Information Management

- (i) Maintain children and families' files in accordance with ministry requirements; and
- (ii) Maintain all Ministry regulated requirements, ensuring compliance.

3.10 Health and Safety Management

- (i) Complete medical plans with families and send to the Program Supervisor for review and approval;
- (ii) Complete monthly health and safety inspections and playground inspections and report any areas of concern to the Program Supervisor; and
- (iii) Advise the Program Supervisor of health and safety issues that require a broader organizational response.

3.11 Communications Management

- (i) Maintain regular communications with the Program Supervisor, program staff, Ministry personnel, parents/guardians, and applicable community partners;
- (ii) Maintain regular communications with HWDSB personnel regarding the contents of the space sharing agreement; and
- (iii) Attend staff meetings, as required.

3.12 Community Relations Management

- (i) Annually and as required, partner with school principal to determine the classrooms Umbrella Family will use and discuss space sharing agreement;
- (ii) Build positive partnerships with any applicable community partners, including ministry personnel and the Hamilton Wentworth District School Board; and
- (iii) Foster an organizational culture that is rooted in integrity.

3.13 Representation of the Organization

- (i) Represent Umbrella Family in external meetings (such as school council meetings) as assigned by the Program Supervisor.

3.14 Professional Development

- (i) Attend professional development opportunities recommended by the Program Supervisor to enhance overall knowledge and/or performance.

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SECTION FOUR: AUTHORITY

The Program Supervisor delegates authority to the Satellite Program Leader to:

- (i) Provide leadership and manage their responsibilities within the established policies, priorities and outcomes; and
- (ii) Lead and deliver a high-quality program in an effective and efficient manner.

SECTION FIVE: ACCOUNTABILITY

The Satellite Program Leader is accountable to the Program Supervisor to:

- (i) Exercise leadership to carry out job responsibilities;
- (ii) Ensure that any applicable legislation, regulations, and policies and procedures of the organization are not violated;
- (iii) Ensure that assigned duties are carried out in an effective, efficient and timely manner;
- (iv) Ensure a safe, healthy and productive work environment
- (v) Maintain a harmonious working relationship with employees, supervisors, the management team and any applicable community partners;
- (vi) Provide reliable and timely information related to assigned childcare centre, as required
- (vii) Ensure that the organization is perceived by the community in a positive manner; and
- (viii)

SECTION SIX: QUALIFICATIONS

The **minimum** qualifications for the Satellite Program Leader 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) Two (2) years of experience working within a childcare centre;
- (ii) Knowledge of applicable legislation and regulations, to carry out job responsibilities;
- (iii) Working knowledge and understanding of “How Does Learning Happen?” principles and practices;
- (iv) Working knowledge of Umbrella policies and procedures;
- (v) Good problem-solving, interpersonal, leadership and organizational skills;
- (vi) Good written and verbal communication skills;
- (vii) Working knowledge of MS Office Suite is required, including Word and Excel.
- (viii) Resourcefulness and flexibility to meet the needs and demands of the position;
- (ix) Ability to work independently and as a team member to achieve outcomes and meet deadlines; and;
- (x) Ability to balance demands and priorities and to manage effectively.

6.3 Competencies and Judgment

- (i) Use professional judgment on a daily basis;
- (ii) Maintain control in difficult and frustrating situations;

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- (iii) Accommodate competing demands;
- (iv) Maintain confidentiality.

SECTION SEVEN: WORKING CONDITIONS

The working conditions for the Satellite Program Leader are as follows:

- (i) The position is performed in a school setting, with a requirement to work within a designated space within the school to perform administrative duties;
- (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) Minimal requirements for manual dexterity / coordination for computer use; Regular requirements for light physical exertion, such as sitting, standing, walking and operating office equipment; Minimal 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) Occasional 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, Monday to Friday, with the requirement to work a split shift; as defined by the Collective Agreement
- (vii) Minimal travel is required within the Greater Hamilton Area for the purpose of grocery shopping or attending meetings offsite.

SECTION EIGHT: INTERNAL AND EXTERNAL RELATIONSHIPS

The Satellite Program Leader will maintain regular contact with the following:

Internal Relationships

- (i) Program Supervisor: To liaise closely to ensure a quality program; to report on progress and receive direction as needed; to escalate concerns and/or contentious issues;
- (ii) Program Staff: To collaborate regarding programming and program coordination; to provide leadership and support as required; and
- (iii) Program Managers: To escalate concerns and/or contentious issues in the absences of the Program Supervisor.

External Relationships

- (i) Ministry / Public Health: To participate in inspections;
- (ii) HWDSB Personnel: To collaborate and maintain positive working relationships, provide a seamless day for children, and to resolve concerns;
- (iii) Community Partners: & Vendors: To develop and maintain positive working relationships; and
- (iv) Families: Actively engage with and support parents and caregivers when required.

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SECTION NINE: EMPLOYMENT CONDITIONS

Specific employment conditions of the Satellite Program Leader 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.