

Teaching and Learning Services Manager

POSITION SUMMARY

Teaching and Learning Services Manager is an exempt position that reports to the Chief Program Officer. The TLS Manager is responsible for monitoring and supervising a team of Teaching and Learning Services Specialists **and the Assist. TLS Manager** to achieve the organizations objectives and improve the quality of technical assistance, coaching, consultation, and support to early educators and childcare program administrators; Provides leadership to the Teaching and Learning Services team in their work to increase the level of education, competence and quality within the Early Childhood Education workforce, enhance the quality of early learning experiences and kindergarten readiness, equitably, for children ages birth to five to include children with special needs. The TLS Manager will motivate and inspire the team, create an environment that promotes positive communication, encourage bonding, demonstrate flexibility, provide guidance, instruction, training, and leadership skills that will ensure the team performs at their optimum. Also, establish a cohesive team and ensure the team works efficiently together while managing the effectiveness of the Teaching and Learning support and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage the day-to-day activities, delegate tasks to direct reports, and provide timelines for completion and achieving programs goals.
- Work collaboratively with the Manager of **Public Health Education/CCHC** as it relates to ensuring a **higher-level** quality in childcare centers.
- **Provide support and mentoring to the Assist. TLS Manager to ensure success in the role.**
- Responsible for motivating the Teaching and Learning Services team to achieve the programs and organizations goals.
- Responsible for being responsive to the needs and concerns of providers and direct reports.
- Responsible for drafting the program proposal in collaboration with the Program Administrative Coordinator and Chief Program Officer.
- Manage the program & training budget and review budget expenditures monthly with Chief Program Officer.
- Assist with researching training/professional development costs, dates, and methods of training, provide training plan using template provided by CPO, annually.
- **Determine**, disseminate, and monitor TLS Specialists assigned caseloads.
- Provide professional development, group support, one-on-one coaching, reflective supervision, and follow-up with direct reports.
- Provide oversight and assist with developing on-going training and professional development that incorporates principles of early childhood education and developmentally appropriate practices.
- **Track TLS team credentials and ensure certifications are kept up to date for specialists.**
- **Research professional development opportunities for Teaching and Learning Services team**
- **Coordinate and schedule training overviews with teaching and learning services specialists and provide efficient and supportive feedback to ensure presentation success.**
- **Research up to date material for training (specific topics); share up to date resources with Assist. Teaching and Learning Services Manager to be disseminated.**
- **Distribute and maintain pre- and post-evaluations for each training provided by the TLS team.**
- **Meet with PAC to review training provided, participants with demographics and names of childcare facilities, and outcomes to ensure positive feedback and effectiveness.**

- **Submit training calendar and register additional trainings with DCDEE to be approved and counted for Continuing Education Units (CEUs).**
- **Attend meetings and seminars to learn new training methods and techniques and use the knowledge to prepare and coordinate director's forums.**
- Work with early educators to problem-solve and implement solutions related to quality.
- Access and implement quality improvement strategies for licensed facilities, Pre-K classrooms in public school's classrooms, and half day programs:
- Collaboratively facilitate Director's Forums and assists in planning and conducting meetings for Professional Learning Communities.
- Collaboratively help develop and implement quality improvement strategies for licensed facilities, NCPK classrooms, and half day programs.
- **Ensure training and professional development meets the needs of childcare centers and family childcare homes providers.**
- Ensure Teaching and Learning team conduct center visits (observe indoor & outdoor learning environments/teacher-child interactions) consistently at least three days during the week.
- **Maintain CLASS Observer Reliability for Infant & Toddlers and PreK.**
- Conduct CLASS Observer Training for SSFC staff, early childhood educators, **and other early childhood education professionals.**
- Assume the role of community contact for quality improvement.
- Maintain contact with the Division of Child Development and Early Education to ensure childcare providers receive support in areas needed.
- Maintains most recent trends and practices in the early childhood education field, inclusion, brain development research, and developmentally appropriate practices.
- Ensure strategic priorities and goals of Smart Start of Forsyth County are accomplished.
- Other responsibilities as assigned.

RECORD KEEPING & REPORTING

- Ensure weekly and monthly reports are collected, completed accurately, and submitted timely to the Program Administration Coordinator (Chief Program Officer, in absence of PAC).
- **In collaboration with PAC** ensure quarterly reports are completed accurately and submitted timely to the **Chief Program Officer for review, then submit.**
- Ensure monthly, quarterly, and annual report data is accurate and sufficient to reflect programs outputs and outcomes.
- Review team members monthly goals and Technical Assistance Plans and provide feedback as needed.

ADDITIONAL DUTIES:

- Provide Teaching and Learning Services to a group of providers to ensure quality early childhood educational practices and equitable opportunities are given to young children and their families.
- Provide, in collaboration with the Chief Program Officer and Projects Director, trauma-informed training to SSFCs team.
- Ensure early educators have skills and support to help children become school ready for kindergarten.
- **Manage** training calendar, provider trainings and annual providers conference for community.
- Ensure Teaching and Learning Services program provides inclusion and challenging behavior support and **coaching and consultation** to childcare providers.

- Provide supervision to team of Teaching and Learning Specialists in accordance with the organization’s strategic plan, personnel policies, and applicable laws.
- Provide onboarding orientation and training to new staff within the first 30 days of hire.
- Complete 30-, 60-, 90-day evaluations for new direct reports.
- Complete annual evaluations for direct reports; submit to Chief Program Officer for review.
- Interview applicants in collaboration with the Chief Program Officer **and HR Generalist**.
- **Collaborate with program leaders to help plan community events sponsored by SSFC and participate in community education events and activities.**
- Other duties as assigned by Chief Program Officer.

EDUCATIONAL AND EXPERIENTIAL REQUIREMENTS:

- *Minimum:* Bachelor’s Degree in Early Childhood Education, with at least eight years of childcare supervisory experience.
- *Preferred:* Masters Degree in Early Childhood Education, Educational Leadership, Human Services, or related field. At least four years of supervisory experience and five years of experience working in childcare center.

PHYSICAL DEMANDS:

- Must be able to perform basic life operational skills of fingering, grasping, talking, hearing, and repetitive motions.
- Must be able to regularly use hands to finger, handle or feel, and to regularly reach with hands and arms.
- Must be able to frequently sit and stoop, kneel, crouch, or crawl.
- Must be able to perform sedentary work; exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects.
- Must possess the visual acuity to operate a computer terminal and other technological devices and to read extensively.
- Must be able to move around the office and be able to access computers from all angles and positions.

DIRECT REPORTS:

- Teaching and Learning Services Specialists & Assist. Teaching and Learning Services Manager

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. The are not intended to be an exhaustive list of all responsibilities, duties, and skills required of the position. All employees may have other duties assigned at any time.

I have read and understand the Teaching and Learning Services Manager job description as described:

Employee’s Name (print or type)

Employee’s Signature

Date

Supervisor’s Signature

Date