



## We're Hiring: Family Access Program Manager

Application review will begin the week of **July 15, 2024**. The hiring manager reserves the right to make a hiring decision at any time—we encourage you to apply as soon as possible if you are interested in the position. Thank you!

### Who you are:

You are committed to supporting families and caregivers of children ranging from infants to school age through statewide program implementation that meets communities' needs. You understand the needs of families of preschool age children and the complexities of weaving multiple types of care together for working families' schedules. You enjoy system development, aren't deterred by challenges, and can nurture relationships with internal and external partners and customers. You are passionate about engaging families to seek their input to make the process of finding child care and subsidies as seamless as possible. You think strategically - with a focus on impact over intention - while juggling multiple projects. You subscribe to equitable practices and are committed to erasing racism for young children.

### Who we are:

Child Care Aware of Washington is Washington's most trusted and accessible source of information and support for families seeking quality child care and a trusted partner to child care professionals. We work alongside families, child care providers, caregivers, and communities to meet the diverse and specialized learning needs of every child in our state. We provide services via a statewide network of locally based partners, and through our statewide Family Center call center. We use data and stories to influence policy makers, system leaders and our partners to ensure every child in Washington has equitable access to quality learning experiences.

CCA of Washington envisions a world where children and families, especially those who are marginalized, discriminated against, or otherwise ostracized because of systemic racism, have access to equitable, quality child care and early learning programs that lead families to thrive economically.

### What you will be doing:

This dynamic and creative position in the CCA of WA statewide coordinating office will be a partner with six regional staff located in CCA of Washington regional offices, with the WA State Department of Children Youth & Families, and with other system partners to:

- Create a shared statewide process to develop a statewide coordinated recruitment and enrollment system.

- Build strong working relationships with statewide and community partners and parents to inform the building of a system that supports the identified needs of families.
- Recommend the structure of the system clarifying what roles should be centrally located and what should be locally delivered.
- Clarify the roles of key partners (Licensed Child Care, Educational Service Districts, School Districts, Community Based Organizations who serve Children, etc.) to ensure an inclusive plan and system.
- Co-design an implementation workplan that clarifies CCA of WA system roles, responsibilities, and other partners and reflects the initial three years of development.
- Develop an ongoing and clear communications process that informs communities and partners about the progress on this work.
- Meet contract and reporting requirements and deliverables.

The CRE system will be locally responsive and supports families by increasing access to inclusive PreK programming that meets identified needs, eligibility, and ensures consistent and informed family choices.

You will report to the Director of Family & Community Engagement and work collaboratively with the CCA of WA Family Services Program Manager, data team, and the statewide Family Center leadership team to implement statewide CRE access strategies, metrics and data collection and to integrate our existing platforms and services into new CRE technology that is developed by statewide CRE partners. This position will also work with state and regional partners to bolster access for those families who may be eligible for child care subsidies, and advocate for solutions for those who are just above eligibility thresholds.

#### Essential Job Functions

- Work in close partnership and meet regularly with the six regions' Family Access Program Managers, the CCA of WA statewide Family Center, and WA Department of Children, Youth and Families CRE team to ensure that high quality services are equitably delivered statewide while being flexible to meet local needs.
- Build partnerships with Educational Service districts, school districts, and elementary school principals in the region and develop a deep and ongoing understanding of Transition to Kindergarten opportunities available to families.
- Work in partnership with CCA of WA Family Center specialists to inform regional resource updating in the Family Center database, regional family need trends, and community tabling opportunities.
- Maintain a knowledge base of innovative best practices and related research that may inform family service implementation, communities of practice, and CRE data practices.
- Represent the CCA of Washington system in meetings locally, regionally and statewide.
- Use data and family voice to produce compelling reports and stories about our work and impacts.
- Present to external stakeholders on program initiatives and deliverables as requested.
- Maintain effective regional oversight of Contract terms and conditions, meet data and reporting requirements, administer appropriate customer service feedback, and ensure ongoing quality assurance and program goals monitoring.
- Other duties, as assigned.

## Competencies

- **Have a deep interest in supporting equity and community-based solutions to meet family needs.** You have worked in communities with families and/or supported communities from a local or regional position in meeting family needs. You practice equitable mindsets, champion language justice, and infuse your work with a commitment to addressing racism and other discriminatory practices.
- **Seek, learn and adapt to new information and changes quickly.** You can research and synthesize new information and data as it becomes available, implement changes, and execute on a quick timeline, as needed, while remaining accurate. You're comfortable using and adapting to new technologies and systems.
- **Build relationships and model cross-cultural agility.** You'll regularly connect and collaborate with colleagues across the CCA of WA system and partner organizations, designing and testing the CRE framework and data supports. Authentic self-reflection, self-awareness, and high emotional intelligence are central to who you are, and you utilize these skills to build trusting relationships with colleagues. You have an ability to connect and build relationships with diverse communities and audiences, working with families, community partners, and our audiences' trusted advisors.
- **Enjoy details, data, organization and operations.** Your impeccable attention to the details and smooth operations will drive your work. You have strong organizational and time management skills, including the ability to balance multiple priorities in a fast-paced environment and coordinate projects with partners, funders, vendors. You notice when the details don't look right and respond with a solutions-oriented mindset.

## Qualifications

### *Required*

- A combination of experience, education and/or professional development in delivering effective supports for families with community-based partners, stakeholders, and customers.
- Experience with outcomes-based direct services and data informed decisions.
- Experience using and evaluating resource or benefits databases for clients, navigating complex systems to find information for families, and/or connecting families with child care options.
- Ability to identify and learn current platforms and applications that families use to stay connected to issues that are important to them.
- Strong proficiency with Microsoft Office suite and with database searches such as Salesforce; ability to use technology to research family resources; and comfortable learning new platforms, software and apps.
- Strong group facilitation skills, both in person and virtually.
- Demonstrated ability to build effective collaborative working relationships with stakeholders and external partner organizations.
- Ability to work with people of all racial, ethnic, and socioeconomic backgrounds.

### *Preferred*

- Fluent dual/multi language speaker and writer
- Non-profit, family-based experience in early learning, child care
- Communications and engagement skills with families and caregivers of young children

- Familiarity with early childhood education or with issues impacting children birth to 8, their families and child care providers/caregivers.

#### Location

We will only consider candidates who live in Washington State or plan to relocate. If you live in the core geographic area of King/Pierce/Thurston counties, you will be classified as a local hire. If you live outside that area, you will be classified as Geo Remote. Depending on classification there will be different expectations of remote and in-person work scheduling. All staff are required to be in-person in our Tacoma, WA physical office a minimum of 1-2 days per month and travel expenses for Geo Remote employees are reimbursable.

#### Salary Range, Hours, Benefits

The hiring salary range for this non-exempt position is \$69,800 – \$78,500.

Flexible work schedule, generous Paid Time Off (sick and vacation) and Extended Illness Bank, 403b, health/dental/eye care/ancillary insurance, employee assistance program.

#### Opportunity for All

Child Care Aware of Washington values diversity of ethnicity, race, socioeconomic status, sexual orientation, gender, religion, language, ability, and experience. We are committed to our racial equity framework which includes hiring practices that seek to disrupt systemic racism and embrace ongoing learning, self-reflection and transparency about equity and justice in our work.

You are welcome to include the name and pronouns you would like to be referred to in your materials and we will honor this as you interact with our organization.

Submit cover letter, resume and any examples of your family focused work you would like to share, to:

[Careers@childcareawarewa.org](mailto:Careers@childcareawarewa.org)

Timing:

We would like to have the successful candidate hired by mid-August 2024 or sooner.