

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: MANAGER – PROGRAM AND QUALITY ASSURANCE

BASIC FUNCTION:

Under the direction of the Director III – Head Start, the Manager – Program and Quality Assurance manages planning, organizing and supporting the functions of data collection, analysis, research and program monitoring; supports the implementation of all components and services of the program through the use of this information; manages and implements projects through collaborative project leadership; initiates and manages communication and interaction with public agencies, district administrators and community organizations as appropriate; supervises and evaluates the performance of assigned personnel.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Facilitates ongoing collaborative relationships and partnerships with community organizations consistent with the requirements of the Head Start Act; communicates with other administrators, personnel and outside organizations to coordinate activities and programs.

Establishes and maintains partnerships with state child care partners, school districts, outside organizations, and various local, state and federal agencies for the purpose of coordinating information, resources, and activities between stake holders.

Assures compliance with federal and State regulations and codes related to program requirements; develops revises and prepares instruments for program self-assessment, monitoring and evaluation; Performs and supports the research, evaluation, report writing and mandated activities of the Head Start/Early Head Start program.

Organizes, supervises, and oversees the ERSEA functions of the Head Start/Early Head Start Programs for directly operated sites; ensures the processes and procedures for recruiting and maintaining full enrollment in Head Start Start/Early Head Start programs are correctly implemented and followed; develops the recruitment plan and calendar for directly operated sites; provides guidance and support to partner agencies working with ERSEA staff to properly implement state and federal regulations, guidelines, performance standards and mandates.

Provides consultation and technical expertise and assistance to lead managers and partner agencies for the purpose of developing and implementing programs, plans strategies, goals and objectives focused on state and local priorities for students and families.

Systematically and comprehensively addresses child and family needs by surveying and analyzing program data and parent feedback; coordinates community assessment activities and utilizes information from the

program’s community assessment to improve the program and assist in developing and implementing services to address community needs.

Establishes procedures for data management to effectively support the availability, usability, integrity and security of data; implements and maintains an automated data accounting and record keeping system adequate for effective oversight.

Manages grant preparation, development, and submission; manages activities and projects in support of grants, including collaboration with other state child care partners; convenes partner meetings to develop projects and assign roles aligned to grant requirements; drafts narrative and statistical sections of the grant; reviews sections of the grant assigned to team members, performs needs assessment and demographic analysis, develops program budgets in support of grants, writes final draft of submissions, demonstrating community endorsement and submits final applications.

Researches, synthesizes, and analyzes data, internal and external reports, trends in education, and community characteristics to support the program strategy, projects, and information needs of the management team and community; presents data, information, and analyzes; makes program recommendations based on research findings; composes narrative and statistical reports based on findings.

Directs and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignments, terminations and disciplinary actions; coordinates subordinate work assignments and schedules, and reviews work to assure compliance with established standards, requirements and procedures; assures employee understanding of established requirements; directs the development and implementation of staff development activities.

Plans, attends, and conducts a variety of meetings as assigned, which may occur beyond the normal work day or work week; participates in and provides support to a variety of advisory groups and other committees to collect and analyze necessary data for program improvement.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Applicable laws, statues, codes, regulations, policies and procedures, related to public education and Head Start programs.

Rules, regulations, policies, procedures, contracts, and State and federal laws, codes, and regulations relating to public, private and philanthropic grant development.

Grant funding and programs to support the strategic objectives of a Head Start program.

Report and grant writing techniques and practices.

Budget preparation and control.

Research planning, design, methodology and analysis including qualitative and quantitative analysis.

Data analysis, synthesis, and control procedures, statistical and narrative data analysis practices.

County Office organization, policies, procedures, and objectives.

Policies and objectives of assigned program and activities.

Record-keeping and filing techniques.
Operating a computer and assigned software.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Apply and understand laws, statutes, codes, regulations, policies and procedures, related to public education and Head Start programs.
Effectively apply grant writing techniques.
Compile and verify complex narrative and statistical data from a variety of sources.
Design surveys for program evaluation.
Explain complex data and results to a variety of audiences verbally and in written form.
Research, prepare, and write comprehensive narrative and statistical reports for analysis, grant submission, recommendations, and presentations for various audiences.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and timelines.
Complete work with many interruptions.
Understand and carry out a variety of oral and written instructions.
Perform advanced mathematical and statistical calculations accurately.
Establish and maintain a variety of records and filing systems.
Prepare a variety of written documents, correspondence, requisitions, forms, and reports of a routine or special nature.
Effectively use word-processing, database, and spreadsheet software application programs in the course of assigned duties.
Communicate effectively and tactfully in both oral and written form.
Work independently with minimal direction.
Initiate and manage communication and interaction with public agencies, district administrators, and community organizations.
Communicate effectively both orally and in writing.
Operate a computer and assigned software.
Plan and organize work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Master's degree in psychology, research methods, statistics, public administration, business, or a related field, and four years of increasingly responsible experience conducting comprehensive research studies and writing responsive qualitative and quantitative reports, and analyzing and evaluating processes and programs. Preference may be given to individuals with extensive grant writing experience as the lead grant writer.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.
A safe driving record which meets the County Office of Education's insurance requirements.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

Evening or variable hours.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.

Seeing to read a variety of documents.

Dexterity of hands and fingers to operate a computer keyboard.

Approved by the Personnel Commission: April 12, 2017



Kristin Olson
Director-Classified Personnel Services

Date: 04/12/2017