



CHILD CARE ALLIANCE OF LOS ANGELES
Quality Start Los Angeles
Contracts Supervisor

Job Description

Job Title: Contracts Supervisor
Reports To: QSLA Director
FLSA Status: Non-Exempt
Classification: Hybrid

Summary:

The Contracts Supervisor is responsible for supervising the Child Care Alliance of Los Angeles' contracting and finance staff members in the administration, organization, tracking, and follow up related to the contracting of early learning programs participating in Quality Start Los Angeles. The Child Care Alliance of Los Angeles is a partnership of 10 community-based Resource and Referral (R&R) and Alternative Payment (AP) organizations working together to ensure the delivery of seamless, consistent, and quality childcare throughout Los Angeles County. Our unique and innovative organization is committed to excellence and seeks employees who care deeply about making a difference to strengthen families and improve the lives of children.

Quality Start Los Angeles (QSLA), the Quality Improvement System implemented in LA County, is a partnership between the Los Angeles County Office of Education (LACOE), the Child Care Alliance of Los Angeles, the Office for the Advancement of Early Care and Education, and First 5 LA. Working in partnership, they are continuing to build a system of assessing and improving early care and education quality for LA County.

The Contracts Supervisor will ensure, effective, efficient, and consistent service, communication, and processes for contracting with and providing incentives for early learning providers assigned to the Child Care Alliance of Los Angeles for QSLA services. The Contracts Supervisor will maintain effective communication with internal staff and provide leadership for the on-going enhancement or maintenance of contracting processes that are user-friendly and aligned with QSLA models and CCALA's QSLA scope of work. The Contracts Supervisor will also be responsible for providing guidance on timely and accurate response to questions from providers, coaches, supervisors or other QSLA partners regarding contracting status, incentive distribution, and other enrollment related issues. This position may also represent CCALA at county or partner level meetings.

This supervisory position is offered to those interested in being part of an organization that is committed to making a difference and pursuing a career with a nonprofit providing solid leadership in program development and management, service delivery, and advocacy for the child care and education field.

Duties and Responsibilities:

- Lead CCALA QSLA contracting administration and incentive distribution efforts for all new and existing early learning sites participating in each QSLA model.
- Guide team in effectively managing QSLA provider contracts tracking spreadsheets to ensure timely updating of contracting status for each site.
- Provide training, coaching, mentorship, and on-going staff development to support the Contracts team in meeting project and professional goals.
- Communicate, as needed, with early learning programs participating in QSLA regarding contracting document updates, completion, and/or submission, via phone or e-mail, as applicable.
- Communicate with QSLA leadership, internal and external, about the status of provider contract and incentive distribution, as needed.
- Support team in ensuring timely distribution of annual incentives and other resources to participating sites.
- Support QSLA finance staff in accurately tracking incentive distribution.
- Ensure processes are developed to accurately document and track incentive distribution for QSLA sites; ensure staff are trained on these processes.
- Utilize quantitative and qualitative feedback and data from providers and QSLA staff to guide decision making on new processes or procedures.
- Develop innovative processes to enhance provider experience, create efficiencies, or support programmatic sustainability, as needed.
- Coordinate collection of Annual Reconciliation Report from sites participating in QSLA.
- Support team in maintaining accurate provider contact information, as needed, to ensure effective communication channels with each site.
- Co-chair Enrollment Committee Meetings to provide information to project partners about enrollment processes, timelines, and updates and guide new plans for enrollment.
- Adhere to all QSLA Enrollment Committee timelines for outreaching, enrolling, contracting and on-boarding new participants.
- Lead team in effectively communicating with partner organizations on the development and distribution of messaging to QSLA sites regarding contracts, incentives, or other enrollment related communications.
- Track and submit appropriate documentation for site withdrawals or terminations from the QSLA program.
- Collaborate with colleagues on the annual participant common data file collection, as needed.
- Lead the development and updating of standard operating procedures for contract and incentive distribution processes and procedures. Ensure all staff are trained on these procedures.
- Maintain effective communication with Alliance staff and partner agencies, QSLA participants, collaborative partners, funders and others to ensure effective program implementation and achieve project deliverables. Advocate for changes to processes, as needed to best support providers.

- Assist QSLA Director in the preparation of program data reports to ensure timely, accurate reporting to QSLA funders and stakeholders, as needed.
- Participate in events as needed to help maintain CCALA and QSLA visibility with funders and other current and potential stakeholders.
- Attend designated community meetings and other meetings, as needed.
- Perform other duties as assigned.

Supervisory Responsibilities:

- Mentor and supervise a team of contracts coordinators and finance associates within the department.
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws; responsibilities include interviewing and on-boarding employees, planning, assigning and directing work, appraising performance, supporting on-going professional development for individuals and the team, addressing concerns, and resolving issues.

Qualifications:

- Bachelor's Degree is required.
- Minimum of three (3) years of relevant experience in non-profits, program coordination, or contracts administration, etc. including a minimum of one year of direct experience supervising staff.
- Bilingual (English/Spanish or English/Chinese-Mandarin or Cantonese), preferred.
- Effective time management and organizational skills and the ability to determine priorities and to work under deadlines with great attention to detail.
- Experience responding to customer/provider questions or concerns to quickly resolve issues appropriately and positively.
- Strong interpersonal skills including the ability to work effectively with diverse populations.
- Strong attention to detail.
- Ability to multi-task (i.e., tracking multiple contracts or funding streams at one time, supporting coaches or providers with multiple contracts).
- Comfortable working in a fast-paced environment.
- Strong computer skills, proficient in Microsoft Office and Google Suite products, specifically Microsoft Excel and Google Sheets, as well as virtual meeting software such as Zoom or Microsoft Teams.
- Experience using spreadsheets for programmatic tracking and data management purposes.
- Exhibit professionalism and confidentiality in handling sensitive information from early educators.
- Familiarity with the Los Angeles childcare delivery system and childcare provider population, preferred.
- Self-motivated, innovative, and able to work independently on multiple tasks.
- Effective written and verbal communication skills (bilingual in English and Spanish or English and Chinese, preferred).
- Ability to work collaboratively with others at all levels of an organization and work cooperatively as part of a team with colleagues and with staff from different agencies.



- Ability to be flexible, innovative and adapt to the changing needs of the program and agency.
- Valid CA driver's license and insurance coverage which meets CA standards, if using personal vehicle for work related travel.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the noise level in the work environment, if located in the office, is usually quiet to moderate.

Compliance with federal, state, and local guidelines and laws is required.

Salary Range:

Competitive salary, commensurate with prior experience, education, skills, and abilities. The hourly pay rate range is \$30.00 to \$33.00. Regular full-time position with a competitive benefits package which includes health insurance, 12 paid holidays, and vacation and sick accrued PTO. FLSA status is non-exempt.

The programs referenced in this job description are contingent upon grant funding.

For immediate consideration, send your resume and cover letter to:

Email: [hiring@ccala.net](mailto: hiring@ccala.net). Please include the job title in the subject line.

Email submissions only.

No phone inquiries. Responses will be sent only to individuals meeting the outlined requirements of the position.

The Child Care Alliance of Los Angeles is an Equal Opportunity Employer.

The Child Care Alliance of Los Angeles is committed to building and sustaining a diverse workforce and culture. As part of this commitment, the Child Care Alliance of Los Angeles provides equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, medical condition as defined by state law, ancestry, religion, national origin, age, marital status, sexual orientation, gender or gender identity/expression, ethnic group identification, mental or physical disability, pregnancy, childbirth, and related medical conditions, or any other legally protected status.

For more information about the Child Care Alliance of Los Angeles please visit our website at:

<http://www.ccala.net/>

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.