



CHILD CARE ALLIANCE OF LOS ANGELES Job Description – Director

Job Title:	Director, Quality Start Los Angeles
Reports To:	Director II, ECE Bridge Program & QSLA Oversight
FLSA Classification:	Exempt
Location:	Hybrid
Pay Grade:	23
Pay Range:	\$124,083-\$136,491
Date:	

SUMMARY

The QSLA Director is responsible for the oversight, management, development, implementation, monitoring, and reporting of the Quality Start LA (QSLA) program of the Child Care Alliance of Los Angeles (CCALA). 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 early learning and care 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, the Quality Rating and Improvement System (QRIS) system being implemented in LA County, is a partnership between the Los Angeles County Office of Education (LACOE), First 5 LA, the Los Angeles County Office for the Advancement of Early Care and Education (OAECE), the Partnership for Education, Articulation, and Coordination in Higher Education (PEACH), and the CCALA. Working in partnership, they continue to refine and build a system of assessing and improving early care and education quality for LA County.

The QSLA Director will direct and oversee all CCALA QSLA activities and work closely with the QSLA managers, partner agencies, CCALA leadership and staff, and all Alliance member agencies to ensure effective, efficient and consistent county-wide implementation of the CCALA's Scope of Work for the Quality Start Los Angeles program. This position may also represent CCALA at county and/or state level meetings and provide information or give presentations on the QRIS models to various stakeholder audiences.

Essential Functions:

- Provide overall leadership of the CCALA QSLA programs, working closely with all collaborative partner R&R/AP agencies to ensure effective, efficient, and consistent county-wide implementation.
- Ensure and maintain project compliance through a detailed knowledge of the QSLA contract, Scope of Work, budgets, and subcontracts.
- In partnership with the QSLA Leadership Team and CCALA committee members, help guide the ongoing development and documentation of the QSLA program model.
- Maintain effective communication with Alliance agencies, collaborative partners, funders, and others to ensure effective program implementation and achieve project deliverables.

- Monitor and track project Scopes of Work and project deliverables.
- Oversee and manage project budgets including the tracking and dissemination of incentives/stipends to implementing partner agencies and project participants.
- Oversee and manage the preparation of program data reports for funders and stakeholders.
- Oversee and manage the preparation of timely, accurate reports to the LA County Office of Education and other funders as needed

Competencies:

Quality Focused

- Thorough in completing work product with attention to detail and accuracy.
- Required to meet quality standards, makes continuous measurable improvements.
- Openly shares knowledge with co-workers to improve quality, efficiency or both.

Productivity:

- Complete assignments accurately and in a timely and efficient manner.
- Adjust positively to occasional fluctuations in the workloads.
- Routinely use time efficiently.
- Meet deadlines and delivers accurate work.

Accountability:

- Take ownership and accountability for assignments and commitments.
- Update supervisor on status, challenges, or delays.
- Accountable for shared work product, responsibilities, and projects.
- Adhere to all policies and procedures including established work schedule.

Initiative:

- Identify and address challenges or opportunities without being prompted.
- Takes ownership of new projects and assignments.
- Seek new and /or additional on-the-job opportunities to expand personal knowledge and add value to the work group.
- Actively seek out resources and solutions independently. Willing to assist others in times of need.

Problem Solving:

- Actively anticipate and identify potential concerns.
- Overcome obstacles by independently identifying solutions.
- Identify specific information needed to clarify a situation or to make a decision. Weigh the priority of things to be done.

Collaboration:

- Demonstrate the ability to cooperatively with others, contribute to team projects, exchange ideas, opinions, internally and externally and cross functional.
- Develop positive working relationships across the agency.
- Be flexible and open-minded and always approachable.
- Demonstrates awareness and respect of cultural and individual values and ideas.

Communication:

- Expresses ideas clearly, succinctly, and effectively verbally and in writing using concrete, specific language
- Respond to others in a well-organized, courteous, and effective manner.
- Listen carefully and consider the ideas of others.
- Keep supervisor informed about progress and problems; avoids surprises.
- Adapt communication methods for different audiences can get messages across that have the desired effect.
- Maintain confidentiality and appropriately shares relevant information with clients, supervisor, and other staff.
- Demonstrate effective phone skills.

Fostering Teamwork:

- Demonstrate interest, skill, and success in working together with others.
- Share expertise with others and helps others when they need it.
- Seeks opportunities to work on teams as a means to develop expertise, and knowledge.
- Provide assistance, information, or other support to others, to build or maintain relationships with them.
- Express disagreement constructively by giving and receiving constructive feedback.
- Contributes to a positive work environment through their interactions with others.

Adaptability:

- Demonstrate ability to appropriately deal with difficult or unpleasant circumstances, or adjusting to changing conditions, to meet job requirements.
- Demonstrate resilience in approaching conflict, shifting priorities.
- De-escalate stress and pressure and leads teams appropriately.
- Demonstrate tolerance for ambiguity, shift gears comfortably and handle uncertainty.

Decision Making:

- Demonstrate good judgement, determine priorities, and makes decisions that support the agency's mission, values, and strategic initiatives.
- Use expertise and job knowledge to align perspectives with the bigger picture and agency standards when making decisions.
- Astutely identifies and partners appropriately with relevant levels of authority to make exceptions to the rules or modify established policies and procedures.
- Be willing to make decisions in difficult or ambiguous situations, when time is critical.
- Takes charge of a group when it is necessary to facilitate change, overcome an impasse, face issues, or ensure that decisions are made.
- Make tough decisions that may not be popular.

Supervisor Responsibilities:

Fostering Innovation/Creativity:

- Inspire others to develop and implement innovative ideas that impact the department or agency's mission and goals.

- Stay abreast of business, industry and market information for innovative ideas and opportunities to enhance product and materials for client services.
- Demonstrate willingness to engage others in ideas sharing for potential partnering opportunities resulting in new advancements in the field.
- Personally develop new products or services, including new methodology or approaches.
- Able to cooperate and try new shared approaches to achieve goals.

Collaborative Leadership:

- Demonstrate ability to work effectively to achieve meaningful results.
- Display a willingness to establish alliances and partnerships for the good of the group.
- Actively participates in seeking results which benefit all parties.
- Attentively listen to understand the suggestions and ideas of others.
- Inspire innovation and provide a safe space for communication.
- Communicate a willingness to make decisions and solve problems with others who can provide information, assistance, and support.

Supervision and Coaching:

- Demonstrate the ability to accurately assess performance and development needs of employees. Provide direction, monitors goals, deliverables, and quality of work. Encourage staff to be proactive in improving their performance.
- Inspire professional growth; assist employees with development plans; suggest resources.
- Provide specific performance feedback to staff; use obstacles as opportunities for problem solving and learning.
- Actively model and drive a culture of diversity and inclusion leading to staff retention, satisfaction, and productivity.

Commitment to Quality:

- Demonstrate ability to champion the commitment to deliver quality products and services to all customers.
- Define quality standards based on customer requirements.
- Provide knowledge of all available systems and tools which support quality products and services. Provide training and direction as needed.
- Actively recognize quality improvement efforts as well as successes.
- Find ways to measure and track customer service levels of performance

Conflict Management:

- View disagreements as healthy expressions of differing viewpoints from which better ideas and solutions can be obtained. Demonstrate the ability to manage conflict by encouraging differing points of view.
- Work to uncover the reasons behind a disagreement to create effective solutions and maintain positive working relationships.
- Quickly establish boundaries and assess conflict. Listen acutely to varied perspectives separating facts from emotions moving conflict to progress.
- Provide direction; de-escalate, accurately accesses facts, personal investments, potential motives to reach alignment.
- Follow up and provide feedback to team and individuals without delay.

Managing Diversity:

- Model and inspire inclusion through words and actions, promotes a safe place supporting individual differences, views differences.
- Live by and promote the core values of the organization, build understanding and ensuring a balance between shared values and differences.
- Lead and manage a diverse team appropriately to support the agencies commitment to Diversity and Inclusion.

Managing Team Performance:

- Set clear expectations and standards of performance, gaining commitment. Give behaviorally specific feedback. Ask for updates and links consequences to performance.
- Actively hold people accountable to agree upon performance standards/outcomes. Empower, model, and support team collaboration and growth.
- Encourage team communication and motivation, links people and resources.
- Appropriately seek to include team members at all levels in planning and problem solving; reinforce and recognize the accomplishment of goals and objectives.
- Recognize contributions without self-promotion.

Integrity:

- Demonstrate the ability to maintain firm adherence to values and principles even in the face of significant pressure to compromise.
- Keep commitments; maintains confidences when asked to do so; is honest and truthful.
- Demonstrate accountability for words and actions and take responsibility for mistakes.
- Recognize others who contribute to projects that support the leader's success.

Motivation:

- Demonstrate the ability to motivate others to perform at an elevated level, while encouraging work life balance.
- Encourage employees to set ambitious goals; serves as a positive role model by performing at a prominent level of excellence.
- Provide recognition and gives credit for success.
- Express trust in people's competence to do their job; gives employees more authority and accountability.

Leadership Responsibilities:

Business Acumen:

- Demonstrates acute understanding of CCALA's business model and leads initiatives according to the needs of the agency.
- Ability to understand various business scenarios and cope with them effectively.
- Can understand the business issues in the field of early childcare education, adapt and remain flexible during times of change.
- Able to understand and create the business operations necessary to achieve high functioning performance levels of the agency's programs and support departments.

- Demonstrate an understanding of how the business operates, including strategy, financial reporting and performance outcome measures.
- Able to make logical business decisions that positively impact the organization and its employees.

Empowerment:

- Demonstrates the ability to create and support a workplace culture in which people take personal responsibility for making themselves and their organization successful.
- Actively leads teams by providing the latitude to manage individual responsibilities and provides the authority to accomplish objectives.
- Is professional and models high accountability and performance across all functions.
- Demonstrates the ability to foster independent thinking and decision making; encourages staff to be problem solvers, and innovators.

Managing Change:

- Ability to initiate, implement and promote change in the organization to create new business opportunities, meet market demands, develop innovative technology, respond to customer or employee needs, or maintain continuous improvement efforts.
- Involves those who are affected by change in the planning and implementation process.
- Is considered an influencer, clearly communicates the “why,” vision, roles, responsibilities, and implementation schedule to those involved.
- Demonstrates the ability to consistently create a safe environment to hear and address concerns, pushback, and emotions.
- Actively seeks the advice and support of co-leaders during the change process to ensure consistency across the organization.

QUALIFICATIONS

- Master's degree, or equivalent experience, preferred in child development, early childhood education, or related field.
- Minimum of 8 years of relevant experience including project coordination or management.
- Strong ability to manage multi-faceted programs and oversee and maintain contract compliance.
- Strong leadership skills including the knowledge and skills to supervise managers, and manage department goals, activities,
- Knowledge of early care and education/child care systems, approaches, and opportunities.
- Working knowledge of the Los Angeles childcare delivery system and childcare provider population including approaches, challenges, and issues.
- Previous experience which demonstrates effective decision-making skills and ability to oversee, develop and implement complex programs.
- Experience overseeing project activities, funds, information, and data and reporting project progress.
- Effective time management and organizational skills including the ability to determine priorities, work independently, work with deadlines, and work with great attention to detail.
- Strong interpersonal skills including the ability to work effectively with diverse client populations.

- Effective problem solving, written and verbal communication skills.
- Effective computer skills, including experience with Windows, databases, word processing, spreadsheet software and Google suites.
- Comfortable with using virtual platforms (such as Zoom, Microsoft Teams) to convene and conduct virtual meetings.
- Experience and comfort with group processes and collaborative program building approaches.
- 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 driving for work-related activities.

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.

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.

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. Duties, responsibilities, and activities may change at any time with or without notice. All remote work opportunities are at the discretion of the supervisor and executive director and may be changed at any time with or without notice.

