



Early Learning Coalition of Broward County, Inc.

Job Description

Position:	Director of Family Services
Reports to:	Senior Director of Family and Customer Services
FLSA Status:	Exempt
Position Status:	Full-Time
Grade:	44

JOB SUMMARY: This position provides effective supervision and direction for the family services and customer services department in alignment with the Coalition's policies and procedures, ensuring efficient results that meet all funder requirements and support the Coalition's mission. This position provides valuable insight to the Senior Director of Family Services regarding operations, issues, concerns, and progress of activities related to providing services to families.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (This description reflects the major core duties and responsibility of the job; the employee is expected to perform these, and other job-related duties as may be required. Additions, deletions, or changes may be made to this description at any time without prior notice.)

- Directs the operational leadership of Family Services Managers, driving team performance, optimizing resource allocation, and ensuring alignment with organizational goals for exceptional service delivery.
- Leads the analysis of data from quality assurance reports, the CRM and other sources to develop strategies, prioritize tasks, and determine staffing levels to meet performance metrics and objectives.

- Directs the resolution of all customer grievances from internal sources or DEL's CCR&R complaint system, ensuring timely responses, effective conflict resolution, and proper follow-up.
- Directs the training and support of staff, ensuring alignment with agency goals and compliance with regulations.
- Ensure that EFS MOD and other data collecting systems are maintained with the highest level of accuracy and completeness, conducting routine audits and peer reviews for quality assurance.
- Monitors changes to funding guidelines, database updates, and industry standards, ensuring staff are provided with necessary training and support to maintain compliance.
- Represents the organization in interactions with a diverse range of stakeholders, building successful partnerships and advocating for the mission of the Coalition.
- Oversees and monitors subsidized childcare programs, ensuring fiscal responsibility and the preparation of detailed reports in line with funder protocols.
- Respond decisively to crisis situations, providing leadership to resolve conflicts and mitigate risks.
- Analyze and evaluate current program procedures and practices, identifying barriers to success and recommending improvements for greater efficiency and service delivery.
- Foster effective and consistent collaboration with at-risk referral agencies, including the Department of Children and Families (DCF), Child Net, CSC and subcontracted agencies, ensuring seamless service delivery to at-risk families requiring childcare assistance.
- Oversee the implementation and ongoing support of customer portals and data systems required by Coalition contracts (e.g., DEL, CSC, DOE).
- Ensure timely completion and review of weekly data error reports, driving corrective actions and process enhancements to maintain data integrity.
- Conduct comprehensive monthly reviews of terminated files to identify trends or patterns, developing actionable strategies to reduce attrition in controllable areas.
- In partnership with the Senior Director, direct departmental operations to enhance efficiency, streamline case management, and ensure timely, high-quality service delivery to customers.
- Ensures the accuracy and integrity of all data systems, including EFS MOD, CRM, and other platforms, maintaining compliance with organizational standards.
- Ensure compliance with state and federal guidelines for School Readiness (SR), VPK, CCR&R, and other childcare programs.
- Collaborates closely with the Quality Assurance team to align staff development with agency goals, ensuring proper onboarding and ongoing training.
- Research regulations, standards, and guidelines, ensuring staff receive the necessary training on relevant policies for state, federal, and locally funded programs.
- This position will be cross trained in Customer Service operations to provide leadership support as needed.

COMPETENCIES:

- Strong organizational skills
- Excellent public speaking skills

- Attention to detail and accuracy
- Ability to maintain confidentiality
- Good judgment
- Good communication skills
- Strong problem-solving skills
- Strong Leadership Skills.
- Ability to meet deadlines

SUPERVISORY RESPONSIBILITIES:

- This position directly supervises Family Services Managers
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

WORK ENVIRONMENT:

- This position operates in a professional office and remote office environment.
- This role uses commonly used applications that include Advance computer skills with knowledge of Microsoft Word, Excel, PowerPoint Presentations, E-mail, and current state data systems.

PHYSICAL DEMANDS:

- While performing the duties of this position, the employee is regularly required to talk and hear. The employee frequently is required to use hands and fingers to operate and handle keyboards and other office equipment.
- Ability to operate a motor vehicle.
- Able to sit for extended periods of time.
- Regularly required to walk and reach with hands and arms.
- Required corrected vision and hearing to normal range.

POSITION TYPE AND EXPECTED HOURS OF WORK:

- This is a full-time position.
- The hours of work are typically Monday through Friday, 8:30 am- 5:00 pm.
- This position may work nights, weekends and holidays.
- This position may regularly work longer hours

REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's degree (BA/BS) from an accredited four-year College or university in

Early Childhood Education, Social Work or related field. Master's Degree or extensive field related training is preferred.

- Minimum of eight (8) years of experience in the childcare industry, including eight (8) or more years of Supervisory/ Director experience.
- Minimum of 2 years' experience in training and organizational development.
- Advanced computer skills to include Enhanced Field System (EFS), MS Outlook, Microsoft Word, Excel and PowerPoint.
- Achieve required certification within appropriate timeframe.
- Experience in administration, supervision and budgeting preferred.

ADDITIONAL REQUIREMENTS:

Background Checks:

Employment in this position is contingent upon obtaining and maintaining satisfactory:

- Verification of Required Education and/or Credentials
- Level II Background Check
- Drug Screen
- Valid Florida Driver License
- Valid Automobile Insurance – if applicable
- Access to Reliable Transportation – if applicable
- E-Verify

REASONABLE ACCOMMODATION WILL BE MADE FOR OTHERWISE QUALIFIED INDIVIDUAL WITH A DISABILITY.