

Delta Gamma Center

Early Intervention and Early Childhood Program Manager

The Delta Gamma Center's mission is to help children who are blind or visually impaired reach their full potential through family-centered, specialized services and community support. DGC provides educational, developmental, therapeutic, and recreational services to children from birth through high school, and their families, as they seek to live a life without limits from vision loss. DGC's service model is family-centered and involves a holistic, multidisciplinary team approach to bringing critical resources to children, their families, and caregivers.

POSITION SUMMARY

The early intervention and early childhood program manager at the Delta Gamma Center manages the day-to-day operations of early intervention and early childhood programs for children birth to six years old with visual impairments and their families.

The program manager is responsible for coaching and mentoring staff, maintaining a positive learning environment for children and their families, and achievement of program goals and client outcomes. The primary responsibilities of the early intervention and early childhood program manager are outlined below.

RESPONSIBILITIES

Program Management

- Develops and maintains positive working relationships with MO First Steps and IL CFC service coordinators, FS SPOE directors/CFC program manager, DESE liaison, etc. as the primary DGC contact for ongoing EI cases
- Serves as point person for MO and IL early intervention systems (IDEA Part C) including participating in the regional and state interagency coordinating councils (RICC and SICC) and Child Find
- Manages scheduling and delivery of program services and activities; manages caseloads to ensure quality standards and meet budget goals
- Manages referrals for additional services for enrolled families; coordinates with the referral specialist to schedule low vision evaluations for enrolled families as needed
- Ensures staff have needed resources; ensures classrooms and other learning environments are well designed and equipped for learning and safety
- Supports the development of annual DGC calendar of program events and activities in collaboration with the development and operations team
- Participates in needs assessments and program planning including program and activity design; seeks opportunities to improve, expand, and innovate based on needs assessment, client satisfaction, evaluation data, and changes in the field

- Collaborates with senior director of family-centered programs to ensure that program services and activities comply with licensing and funder requirements, DGC policies, procedures, and protocols, as well as evidence-based practices and professional standards
- Assists with the development of annual program budget; monitors and approves program expenditures
- Stays abreast of changes in policies and procedures and trends impacting early intervention services and adapts internal policies and procedures as needed
 - Oversees EI billing services (MO First Steps and IL Child and Family Connections)
 - Monitors service documentation from direct reports, including client records and database program reports on outcomes, attendance, and other key metrics regularly to ensure accuracy and completeness of data and compliance with licensing, HIPAA, program protocols and professional standards (quality assurance)
- Contributes to reporting and analysis of key program metrics, including outcome data, to support achievement of organizational goals and meet funder requirements
- Supports the development and updating of program policies, procedures, and protocols to represent evidence-based practices, support program goals, and achieve outcome objectives
- Contributes to the development and facilitation of training for parents, caregivers, and other professionals
- Works collaboratively with program, marketing, and development staff on client, volunteer, and community engagement efforts and program communications; supports engagement activities as needed, making presentations, conducting tours, etc.
- Fosters an organizational culture that reflects DGC's mission and values including prioritizing diversity, inclusion, and equity; supports a culture that encourages and rewards performance excellence, productivity, and innovation
- Supports fund development activities, including contributing to grant applications and reporting; supports funder and volunteer stewardship and special events in collaboration with the development team, as needed
- Furthers the mission through involvement in community initiatives and partnerships that enhance the programs and mission
- Maintains working knowledge of current practices and research in the early childhood education/early intervention fields through reading, participation in seminars and other educational opportunities and personal contacts/memberships in the field

Staff Development and Supervision

- Supervises staff to effectively organize and manage caseloads and program activities, balancing accountability with flexibility
- Provides regular supervision to EI/EC staff members, offering coaching and guidance while also supporting professional development plans
- Supports communication among team members to ensure high team functioning; facilitates team case reviews to support effective case management and achievement of client outcomes
- Conducts regular standards-based observations of in-home EI visits and center-based programming and creates professional development plans in partnership with each staff member
- Ensures appropriate staffing levels for program services and activities
- Supports hiring, onboarding, training, development, and performance management process for program staff and volunteers
- Coordinates and monitors EC/EI staff credentialing maintaining compliance with requirements
- Manages training development and delivery for EC/EI program staff
- Contributes to the development of training for all staff, volunteers, and families related to child development, visual impairments, and EC/EI programs

QUALIFICATIONS

- Bachelor's degree in early childhood education, child development, special education, or related field required, a master's degree is preferred
- 7+ years of professional experience with demonstrated success in providing and/or coordinating direct services to children and families; 3-5 years of supervisory experience preferred
- Direct experience in early intervention, family-centered practices, home visiting, early childhood education, and/or visual impairments is strongly preferred; experience with infant mental health and reflective supervision is a plus
- Ability to establish and maintain effective working relationships with diverse internal and external stakeholders with a collaborative and flexible style and a strong service mentality
- Strong skills in managing, coaching, developing, and retaining staff
- Excellent problem-solving and organizational skills with the ability to adapt programs plans to address emerging challenges and opportunities

- Exercises excellent judgment in decision-making by leveraging stakeholder input and data
- Excellent communications skills, able to effectively facilitate and coach staff
- Impeccable ethics and integrity and a positive “can do” attitude with the ability to respond effectively to the most sensitive inquiries or complaints
- Advanced computer/technology skills (Microsoft 365 applications; case and outcome management and web-based systems) required

SUPERVISES

Teachers of the Visually Impaired, Orientation and Mobility Specialists, Child Development Specialists/Educators, Occupational Therapists, Physical Therapists, Speech Language Pathologists

FUNCTIONAL/TASK MANAGER

Family Support Specialists, Referral and Support Specialist, Program Assistant

REPORTS TO

Senior Director of Family-Centered Programs

TERMS OF EMPLOYMENT

- Full-time (37.5 hours per week); with some evening and weekend hours
- Has or develops deep knowledge and understanding of visual impairments in children, early intervention (IDEA Part C), early childhood development, family-centered practices, reflective supervision, and/or home visiting services
- Background checks, drug screen, and health certification completed upon offer of employment (background checks and health screenings completed annually)
- Must have a car and maintain a valid driver’s license, auto insurance and acceptable driving record
- First Aid and CPR certification within 60 days of employment
- Must be physically able to lift or move 25-50 pounds; push/pull and lift equipment and supplies; assist children by bending, crouching, kneeling, sitting in chairs and/or on floor and reaching in all directions; and stand, sit or drive for long periods

TO APPLY

- Submit a cover letter explaining why you are interested in this position and how your personality, skills, and professional experience make you the ideal candidate for the position outlined in the job description.
- Submit a resume outlining your professional experience and achievements, education, and relevant training and credentials, and
- Complete a brief questionnaire that should take no more than 10-20 minutes.

Click on the link below to complete the questionnaire and upload your documents. You won't be able to save your answers and come back, so please make sure you have your documents ready to upload and have enough time to complete the questionnaire.

Please make sure the file names of your documents include your name and type of document (e.g. lname_fname_cvrltr, lname_fname_resume).

<https://dgckids.typeform.com/to/OHrUbGKY>