

Family Services Manager Job Description



Agency Overview:

thread assists families in finding affordable, high-quality quality child care that meets their needs. We provide professional development, technical assistance, and financial support to early childhood educators and programs to ensure they are preparing children for lifelong success. By collaborating with communities and businesses, we work to achieve positive outcomes for families and young children through increased access to affordable, high-quality child care. We undertake research and advocate for child care policies. This work is guided by our core values of empowerment, access, child care professionalism, children's rights, and entrepreneurial incubator.

Specific Responsibilities:

The Family Services Manager is responsible for overseeing the Family Services department statewide at **thread**. The position supervises and trains Family Services staff and oversees all family support services, including child care referrals, Child Care Assistance Program services, and other family services projects/programs.

1. Lead the vision for **thread's** Family Services programs and services.
2. Establish, oversee, and communicate program objectives, goals, and progress to management team, program directors, team members, grant makers and other stakeholders.
3. Create and develop strategic plans, work plans, continuous quality improvement plans, and policies and procedures for the family services department.
4. Oversee all grants related to Family Services as assigned. Providing accurate grant/program data and budget oversight as assigned.
5. Supervise and train staff as assigned using a strength based and reflective approach.
6. Provide team leadership and direct services to parents, providers, and the community as needed.
7. Work together and collaborate with other **thread** directors and managers to align agency goals, services, and program direction.
8. Ensure all Family Services staff are trained and knowledgeable on **thread's** culture, database, and agency tools and resources.
9. Occasional in-state and out of state travel, sometimes in small aircraft, is required.
10. Other duties as assigned.

Qualifications:

1. BA/BS required, MA/MS preferred, in project management, social work, human services, education, mental health, infant learning, or related field.
2. Prior experience in both program and team management.
3. Knowledge of change management principles and performance evaluation processes.
4. Prior professional experience in an early childhood setting preferred.
5. Previous experience supervising staff and/or volunteers required.
6. Prior experience with technical writing and grants and contracts management preferred.
7. Effective communication skills.
8. Current driver's license required; Alaska driver's license preferred.
9. Must pass background check and provide references and valid identification.

Updated 02.2024

Southcentral Alaska
111 W. 16th Avenue, Suite 205
Anchorage, AK 99501
907.265.3100
800.278.3723

Southeast Alaska
130 Seward Street, Suite 305
Juneau, AK 99801
907.265.3100
800.278.3723

Northern/Interior Alaska
1908 Old Pioneer Way
Fairbanks, AK 99709
Resources: 907.479.2214
Referrals: 800.278.3723

Child Care Assistance
1949 Gillam Way, Suite G
Fairbanks, AK 99701
907.265.3100
855.479.2212

Family Services Manager Job Description



Key Competencies:

1. Passion and commitment to **thread's** mission and the importance of early childhood education.
2. Flexibility and adaptability as organizational needs change.
3. Strong project management and strategic planning skills.
4. Macro and micro systems development and oversight.
5. Strong interpersonal and leadership skills required.
6. Strong problem solving and analytical skills, and attention to detail.
7. Knowledge of early care and education best practices, child development, and community resources to support children and their families.
8. Ability to work and communicate effectively with a diverse group of staff, clients, and partners in a variety of settings to achieve goals.
9. Ability to use database systems and general office programs with comfort and ease including Microsoft Word, Excel, Access, Zoom, PowerPoint, Salesforce, shared project management tools, and Outlook.
10. Ability to work a varied schedule as needed to meet performance measures.

Schedule and Compensation:

Position Hours: Monday-Friday, 9am-5pm, other hours as required.

Location: Alaska

Position Type: Full Time, 40 hours/week

Classification: Exempt, Permanent

Supervisor: Chief Operations Officer

Supervises: Early Childhood Specialists, CCA Manager

Compensation: \$68,000-\$72,000 annual salary

Benefits: 20 days of PTO (starting), paid holidays, 403b match, High-Deductible Health Plan with HSA option (employer contributes to HSA), Dental, Vision and Life. All premiums covered 100% for employee's health, dental, vision and life. Free **thread** services.

Updated 02.2024

Southcentral Alaska
111 W. 16th Avenue, Suite 205
Anchorage, AK 99501
907.265.3100
800.278.3723

Southeast Alaska
130 Seward Street, Suite 305
Juneau, AK 99801
907.265.3100
800.278.3723

Northern/Interior Alaska
1908 Old Pioneer Way
Fairbanks, AK 99709
Resources: 907.479.2214
Referrals: 800.278.3723

Child Care Assistance
1949 Gillam Way, Suite G
Fairbanks, AK 99701
907.265.3100
855.479.2212