



Sacred Heart Child Care	Holy Family Child Care
180 Grandville Circle	20 Sunset Drive
Paris ON N3L 0A9	Paris ON N3L 3W4
P: 519 442 0900	P: 519 442 5850
F: 519 442 4900	F: 519 442 4809

JOB DESCRIPTION

JOB TITLE: General Manager

CLASSIFICATION: Management

SALARY GRADE: \$65,000 CAD

REPORTS TO: Executive Director

JOB LOCATION: Paris Child Care/Holy Family/Sacred Heart/School Age Programs

REVISION DATE: October 2024

JOB PURPOSE

Under the direction of the Executive Director, the General Manager leads, directs, and supervises the daily operations of Paris Child Care, Inc. (PCC) including:

- planning, organizing, implementing, coordinating, and controlling the services of PCC, exercising independent judgment and decision-making authority as delegated by the Executive Director.
- Creation, implementation and adherence to all policies and procedures; and staff supervision.
- Ensuring the day to day operations of the daycare operate smoothly and effectively

The General Manager ensures the daily operation of the PCC childcare programs in conformance with institutional regulations and provincial day care licensing provisions including the overall management of all of PCC's early childhood programs and operations, including but not limited to:

Finance and Budget:

- Contribute to the creation of program operating policies and activities and ensure their implementation as required; develop cost estimates for future program needs.
- Under the parameters of an approved budget, expend funds according to institution and provincial guidelines; ensure that programs operate within budgetary parameters established; if circumstances cause budget to exceed or create potential for budget to be exceeded, implement cost reduction initiatives and support identification for increased funding from external sources.
- Order and maintain child care supplies and equipment.
- Review income and expense, statistical, and budget status reports to develop and maintain sound financial status of program; analyze problems in these areas and make recommendations to resolve them or take corrective action; prepare billing reports on child care centre use.

JOB DESCRIPTION: General Manager

Support and Supervision of Program Supervisors:

- Support the Program Supervisors in the planning, development, scheduling, and/or provide in-service training and evaluation of child care staff.
- Ensure that the center and staff conform to provincial and municipal laws, regulations, and licensing requirements.
- Oversee the recruitment and scheduling of children for PCC; maintain accurate records on children enrolled in the program to include their development, attendance, immunization and general health; conduct program registration, and maintain appropriate files and waiting lists.
- Confer with parents on a regular basis to discuss the development of their enrolled children.
- Prepare and maintain administrative and business reports and records of PCC; record all fee payments and prepare billing late payments and follow-up actions when necessary;
- Assist child care centre staff in preparing for and presenting early childhood programs and activities; direct the organization and follow-up of special activities such as off-campus field trips; assist as necessary with duties of instructional assistants.
- Ensure that problems encountered by staff are resolved; alter policies or procedures to ensure smooth operation of program.

Curriculum Development

The General Manager works with the Program Supervisors to develop an appropriate curriculum and ensure that it complies with provincial requirements and is in line with the Program and Mission Statements.

Facilities Management

The General Manager will ensure that PCC's physical facilities comply with municipal and provincial regulations and are a safe and appropriate environment for children. The General Manager has knowledge of municipal and provincial laws regarding safety requirements and inspection and certification procedures and ensures that the center complies with those requirements. The General Manager also evaluates and purchases equipment and supplies for the center or approves requests from the Program Supervisors to purchase materials and equipment.

Staffing Management

- Under the expectations set by the Executive Director, the General Manager has responsibility to ensure that the human resources matters of PCC are conducted in a responsible and fair manner. This includes:
 - In collaboration with the Executive Director and Program Supervisors, developing job descriptions, and assist with interviewing candidates for the PCC sites,
 - Ensuring that staff maintain development and education
 - As necessary, managing disciplinary processes,
 - Ensuring effective transition of leadership to match the strategic vision by assessing and making recommendations, if necessary, to ensure a high-performance team,
 - Lead and effect an enhancement in culture towards corporate accountability, performance measurement, and stakeholder engagement

JOB DESCRIPTION: General Manager

- The General Manager is responsible for the recruitment of Program Supervisors. Each Program Supervisor is responsible for hiring and staffing their respective locations, with oversight from the General Manager. New hire recommendations will be presented to the Executive Director for final approval before an offer of employment is made.
- The General Manager will ensure that all staff meet the requirements for their jobs and is responsible for confirming that staff background checks and necessary licenses are valid. The General Manager is also responsible for maintaining their own qualifications including continuing education.

Planning and Direction

The General Manager:

- Understands both the business and financial implications of decisions.
- Creates a culture of accountability and operates efficiently within financial limitations.
- Is committed to continuous improvement; exhibits an awareness of issues, processes, and outcomes as they affect the organization and its stakeholders.
- Develops monthly and annual operating budgets for the Executive Director approval.
- Builds confidence and maintains new partnerships to achieve the strategic priorities of Paris Child Care, Inc. mission.
- Maintain awareness of Community needs.
- Supports the organization in its Diversity, Equity, and Inclusion goals leading by example and fostering a welcoming environment for all.

Promotion and Brand Management

The General Manager:

- Promotes the value proposition of the organization.
- Build, strengthen and maintain outreach activities and relationships with key community groups and leaders of Brant and other catchment areas.
- Support in the promotion of the organization by being familiar with and managing the social media strategy as outlined by the Executive Director.

Parental Communication and Involvement

While for many parents, their child's teacher or the Program Supervisor is the primary point of contact in the school, the General Manager will also be responsible for managing communication with parents. Under the direction of the Executive Director, the General Manager works with the Executive Director to develop policies for the centres and communicates the policies to parents. The General Manager may also meet with parents of prospective students to determine whether the school is a good fit for the family.

REQUIRED QUALIFICATIONS

Education

RECE Diploma and 3-5 years' experience in a senior management role, ideally with recent child care centre experience.

JOB DESCRIPTION: General Manager

Experience

- Demonstrates Strong knowledge & understanding of the CCEYA licensing Standards
- Familiarity with the mission of Paris Child Care, Inc. and the Community is an asset.
- Has facilitated growth and relationship building in a competitive environment.
- Has demonstrated a track record of good relations with key influencers such as, community and business leaders, school boards and government.
- Has strong financial acumen and the ability to understand budgets and funding models specific to the child care sector.
- Demonstrated ability to recruit, motivate, empower, and retain outstanding staff, combined with a strong commitment to professional development.
- Has proven leadership skills and the ability to coach and motivate high performing teams.
- Demonstrated visible management style based on trust, integrity and collaboration.

Competencies

The role of General Manager requires the following competencies:

- Superior Problem Solving/Judgement/Decision making ability is required; problems are typically complex and unique
- Interpersonal skills are required for contact on a regular basis with the Executive Director, Program Supervisors, staff and families. Interpersonal skills include:
 - exchanging information, communicating in difficult or complex situations and resolving conflicts and handling complaints,
 - extending common courtesy, working cooperatively, identifying needs and responding to them,
 - advise, mediate, mentor, consult and nurture
- Strong Organizational skills are necessary with the ability to manage time and workload independently
- Writing skills-The General Manager must have the ability to write and record observations and reports in a comprehensive and concise manner
- High level of empathy, maturity, patience, and can form meaningful relationships with children and their families, staff and volunteers, with genuine interest.

Physical and Mental Demands

The physical and mental demands described here are representative of those that must be met to successfully perform the essential functions of this job.

- Ability to lift up to 40 pounds (children, equipment, supplies)
- Capacity and organizational skills to manage multiple tasks and responsibilities simultaneously
- Occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

JOB DESCRIPTION: General Manager

Working Conditions/Health and Safety

This job operates in a childcare environment but is based in an office. The position will interact with children in early learning classrooms when needed.

The General Manager may come into contact with bodily fluids including mucous, urine, feces and vomit, with less frequent contact occurring with blood from scrapes and cuts, and may also come into contact with garbage, including soiled diapers/linens. Universal precautions are in place and the Operations Director is expected to enforce those precautions.

Exposure to high noise levels, seasonal humidity and inclement weather will be experienced.

Hazards include infectious diseases such as colds, flu, chicken pox, pinkeye, hand, foot and mouth disease, and parasites including head lice. Hazards may also include physical aggression by children.

Position Type/Expected Hours of Work

This is a full-time on-site position, and days of work are generally Monday through Friday. This position requires 9 hours in the workplace, which includes a 1-hour unpaid lunch. Flexibility with hours of work is required to meet the operational needs of Paris Child Care. The General Manager may also be required to cover staffing during centre hours. Evenings and weekends may be required.

Travel

The position of General Manager will be expected to travel between all program sites and will develop a travelling schedule based on program needs.