



## **JOB DESCRIPTION**

**JOB TITLE:** Program Supervisor

**REPORTS TO:** General Manager of Paris Child Care

**JOB LOCATION:** Sacred Heart

**REVISION DATE:** June 2025

### **JOB PURPOSE:**

The Program Supervisor is a full-time position. The Program Supervisor is directly responsible for the overall operations of their assigned Child Care Centre and Before/After School programs, including management of the programs, operations, personnel administration, scheduling and staff performance and coaching.

The Program Supervisor provides leadership to the childcare site by actively promoting the Mission and Program Statement of Paris Child Care Inc. and supervises the programs and services of the childcare sites as they relate to staff, children and their families, the facility and community by implementing the policies and procedures established by the Executive Director, and as directed by the General Manager.

The Program Supervisor is responsible for assisting staff in program planning, working with representative(s) from the Ministry of Education, our families and children, connecting with the community, and administrative responsibilities related to the operation of their assigned Child Care Centre.

The Program Supervisor also ensures that the Child Care Centre(s) under their direction are operating in accordance with the requirements of the Brant County Health Unit, Fire Regulations, and the Ministry of Education, enforcing these requirements and those set out in the Child Care and Early Years Act.

### **RESPONSIBILITIES TO THE ORGANIZATION**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To oversee daily operations of the Centre. This includes:

- Ensuring ratios are always met.
- Deal with parental concerns in a positive and proactive manner, reporting to the General Manager as needed.
- Report any serious occurrences to the General Manager as soon as possible and ensure the completion of the reporting procedure in the allotted time frame.
- To keep the office communication book updated with thorough messages and updates about what has occurred daily.
- Work alongside program staff, making sure all license requirements are being met.

- Responsible for ensuring that program operates within budgetary parameters established; if circumstances cause budget to exceed or create potential for budget to be exceeded, develop and implement cost reduction plans and arrange for increased funding from sources.
- Ensure that the center and staff conform to provincial and municipal laws, regulations, and licensing requirements.
- Recruit and schedule children for the childcare center; 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.
- Communicate with parents on a regular basis to discuss the development of their enrolled children.
- Order and maintain childcare supplies and equipment.
- Maintain administrative and business reports and records of the childcare centre; review billing for childcare centre to ensure accuracy; follow up with families in regard to any unpaid childcare fees.
- Assist childcare center 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.

#### **PROGRAM AND CURRICULUM DEVELOPMENT**

The Program Supervisor works with qualified center staff to develop an appropriate curriculum and ensure that it complies with provincial requirements and is in line with the Program Statement.

The Program Supervisor is also responsible for the following activities:

- Establish and maintain children's records, including attendances, health and medication
- Ensure enrollment packages are completed at time of enrollment
- Give parents a tour of site before enrollment
- Encourage families to visit before they start in programs
- Keep Brant One List up to date on a regular basis, keeping in contact with families on the lists
- Ensure that an effective system is in place for student placements
- Participate in community awareness and education events and activities regarding growth and development and the benefits of quality care
- Actively promote quality childcare
- Be an advocate for families, children and the childcare profession
- Participate on behalf of Paris Child Care Inc. in family-oriented community events

#### **LEGAL AND LICENSING RESPONSIBILITIES**

- Follow and implement the policies of Paris Child Care Inc., including operating policies, employee policies, parent, and financial policies,
- Obey Ministry of Education legislation according to the Child Care and Early Years Act.
- Ensure information on the CCLS Portal is accurate and up to date.
- Ensure the sites are constantly in compliance with the Ministry of Education, Brant County Health Unit and Fire Department codes.
- Ensure any Serious Occurrences are filed on the CCLS Portal within 24 hours, follow up with any questions or recommendations that may come from the Ministry.
- Assist in yearly licensing visits and meet with the Ministry Program Advisor as required
- Maintain children's immunization records according to the Brant County Health Unit policies

- Make every effort to Sustain enrollment as per licensed capacity and in accordance with City of Brantford One List agreements.

#### **KITCHEN AND FOOD DISTRIBUTION RESPONSIBILITY:**

The Program Supervisor will oversee

- The overall relationship with Paris Child Care's food catering company ensuring smooth delivery and distribution of food.
- Maintain resources provided by catering company to ensure kitchen staff have the tools necessary to complete their tasks in an efficient and accurate manner.
- All the Centre's kitchen facilities and is responsible for always ensuring cleanliness, including the cleanliness of staff rooms.
- All food distribution for their assigned Paris Child Care Inc., site(s)
- Establishment and maintenance of quality standards to assure safe and nutritious food delivery to the children
- Coordination of inventory and procurement of food service supplies ensuring that all products meet specifications as required while maintaining financial controls, and
- Supervise the usage of food service supplies and equipment assuring careful and proper usage and elimination of waste
- Ensure Food Service Staff adhere to the guidelines for proper management of food purchases
- Ensure any kitchen appliances are clean, maintained and well kept
- Ensure knowledge of children's allergies/restrictions and attendance schedule. Adjust menu accordingly for children with allergies/restrictions.
- Updating the catering company on allergy requirements and changes as necessary.

#### **FACILITIES AND BUILDING MAINTENANCE**

- The Program Supervisor will make sure that the center's physical facilities comply with municipal and provincial and are a safe and appropriate environment for children.
- The Program Supervisor has knowledge of municipal and provincial laws regarding safety requirements and inspection and certification procedures and will ensure that the center complies with those requirements.
- Purchase services and equipment for Centre within the approved operating budget and subject to approval of the General Manager and/or Executive Director as applicable
- Ensures there are enough supplies and equipment and that all are in good repair
- Ensures the facility is maintained in a clean, safe, efficient and visually pleasing state
- Ensure building maintenance is completed on a regular basis including
  - Cleanliness
  - Fire Inspections and Fire Drills
  - Outdoor Play areas including Monthly, Seasonal and Yearly inspections.
  - Ensure staff are completing daily inspections

#### **FINANCIAL**

- Plan and implement cost effective fundraising events/activities with the General Manager
- Ensure new parents understand our Financial Policies.
- Collect the registration fee and half of first month's fees before child starts
- Contact parents whose fees have been returned, to collect them in a timely manner
- Complete monthly subsidy billing to City

- Review monthly fee billing ensuring children are being billed for correct days based on attendance, adding any extra day's children may attend
- Upload to computer new Program Change forms for Administrative Controller to ensure monthly billing stays accurate
- Record all fee payments and prepare billing late payments and follow-up actions when necessary.
- Work closely with Paris Child Care's accounting firm on any financial business such as billing and payroll. Respond to financial inquiries as needed.

### **PROGRAMMING AND OPERATIONS**

- The Program Supervisor must be capable of planning and directing the program in a childcare center, overseeing children as well as overseeing staff.
- Establish a timetable and schedule to ensure enough staffing and ratios during all phases of the operation
- Maintain all children's files, ensuring up to date records of immunization, contact information and individualized program and treatment plans
- Maintain all individual Anaphylactic and Medical response plans. Ensure they are updated every 6 months and are always current in the classrooms/kitchens.
- Maintain all staff files, ensuring up to date records of immunization, First aid and CPR level C, Member in good standing of College of ECE or other governing body, Criminal Reference Checks/Offense Declarations
- Ensure staff are doing their Professional Development and CPL for the College of ECE
- Assist Cook in reviewing menu plans using guidelines from Canada's Food Guide, ensuring nutritional needs of children are being met
- Conduct Monthly Classroom checks and keep record in the Monthly Classroom check binder
- Work with Supervisor team to ensure Fostering Brant's Growth is completed yearly

### **STAFF SUPERVISION AND EVALUATION**

- The Program Supervisor oversees all staff, including maintaining staff development and education and, when necessary, managing disciplinary processes.
- Specifically, the Program Supervisor will:
  - Conduct staff performance appraisals upon completion of probationary period as well as on an annual basis as per the Paris Child Care Performance Evaluation Policy
  - Be a mentor, modelling appropriate behavior, and how to work as a team, helping staff deal with challenges as needed
  - Assist in the recruitment, interviews and hiring of new staff with consideration given to recommendations from staff. Ensure all references are checked
  - Implement the orientation program for new staff
  - Observe daily routines and activities on a regular basis
  - Become a resource for staff to assist with How Does Learning Happen
  - Complete any environmental assessment tool in accordance with Fostering Brant's Growth
- The Program Supervisor is also responsible for maintaining their own qualifications including continuing education.

### **STAFF COMMUNICATION**

- Use daily communication books to ensure all staff stay current on any messages or upcoming events
- Build a strong, competent team through team building and open communication

- Conduct staff meetings on a bi-monthly basis and participate in Agency meetings the opposite months, sharing information from the organization, community, workshops or other pertinent information
- Supervise, mentor and provide feedback to all staff, giving on-the-job training if needed, discipline and mediate where appropriate, ensuring you are following Ministry of Labour regulations and Paris Child Care policies
- Conduct regular in person program check ins at all sites responsible for.

### **PARENTAL COMMUNICATION AND INVOLVEMENT**

The child's teacher is the primary point of contact in the school; however, the Program Supervisor serves as the 'face' of the school and may be required to manage communication with parents and the community.

The Program Supervisor also:

- Follow and implement policies for the centers and communicates the policies to parents
- Meets with prospective families to determine whether the program can meet their needs.
- Ensures regular, effective and timely communication to families regarding their child's day, Centre events and activities
- Is accessible to parents, provides support and encouragement in their parenting role
- Provides all families with up-to-date Parent Handbook, and inform them of any changes as necessary
- Provides parenting resources and referrals where appropriate, as well as other community resources available to families
- Ensures each program is giving families a monthly newsletter
- Ensures each program is documenting learning experiences in their rooms for parents to see
- Recognize, document and act in all cases of suspected child abuse & neglect, accidents and illnesses

### **PROFESSIONAL RESPONSIBILITIES**

- Maintain confidentiality of all information related to children, parents, staff and Paris Child Care Inc.
- Represent Paris Child Care Inc. in a professional manner within the community
- Maintain, in good standing, membership to the College of ECE. Registration with the College of ECE's is a mandatory term of employment.
- Attend Supervisor Networks at Early ON
- Keep up with CPL and reflective practices and provide documentation/records to support any training or professional development you have attended.

### **REQUIRED QUALIFICATIONS**

#### **EDUCATION**

RECE Diploma and 3-5 years' experience in management, preferably in a childcare setting

#### **SKILLS AND ABILITIES**

- Demonstrates Strong knowledge and understanding of the CCEYA licensing Standards.
- Actively participating in the Continuous Professional Learning Cycle
- Demonstrates excellent organizational and time management skills.
- Superior interpersonal skills; high degree of initiative and dedication; team player.
- Commitment to high quality programming for children and a supportive work environment for staff.
- Excellent communications skills both written and verbal
- Strong problem-solving skills with the ability to defuse emotionally charged situations.
- Excellent computer skills in Microsoft office including Word and Excel.

- Current First Aid and CPR Level C
- Knowledge of Employment Standards Act, Human Rights Code, Occupational Health and Safety Act, Workplace Violence and Harassment,
- Knowledge of Canada's Food Guide, Fire and Health regulations

## **COMPETENCIES**

The role of Program Supervisor 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 General Manager, 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 Program Supervisor 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 DEMANDS**

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

- Physical and Mental Effort-The Program Supervisor must be able to lift up to 40 lbs. on an occasional basis. Both animate and inanimate objects must be lifted including children, furniture, and equipment
- The Program Supervisor is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl.
- Frequent and moderate mental effort is required to handle multiple tasks, including telephone and personal communication
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## **WORKING CONDITIONS/HEALTH AND SAFETY**

This job operates in a childcare environment and is required to conduct their duties within the programs in which they are responsible for. The Program Supervisor will encounter bodily fluids on a regular basis including mucous, urine, feces, and vomit, with less frequent contact occurring with blood from scrapes and cuts, and may also encounter garbage, including soiled diapers/linens. Universal precautions are in place and the Program Supervisor 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.

Policies and Procedures are in place to protect the employee from harm and Personal Protective Equipment will be made available when needed/required.

**POSITION TYPE/EXPECTED HOURS OF WORK**

This is a full-time position, and hours of work and days are Monday through Friday. Flexibility with hours of work is required to meet the operational needs of Paris Child Care. The Program Supervisor may also be required to cover staffing during center hours.

**TRAVEL**

Travel between locations is required for this position.

**EFFECTIVE DATE: July 2025**

Job Type: Permanent Full Time

Pay: \$24.98 per hour plus eligible enhancements

Expected hours: 40 Hours per week

**To APPLY:**

Please submit your cover letter and resume in confidence to Megan Beechey, General Manager by emailing [generalmanager@parischildcare.ca](mailto:generalmanager@parischildcare.ca) no later than Friday July 4<sup>th</sup>, 2025.