

Name of Organization: **The Chinese-American Planning Council, Inc. (CPC)**

Title: **Program Manager**

Location: **165 Eldridge Street, New York, NY**

Program: **Asian Child Care Resource & Referral (ACCR)**

Report to: **Director of Asian Child Care Resource & Referral**

Background: Founded in 1965, the Chinese-American Planning Council, Inc. (CPC) aims to promote the social and economic empowerment of Chinese American, immigrant, and low-income communities. Today, CPC is the nation's largest Asian American social services organization and strives to be the premier social service and leadership development organization. CPC serves over 60,000 community members each year through more than 50 programs at over 30 sites throughout New York City.

Job Summary: The Program Manager is to assist the Director in enhancing the quality of contracted milestones and training through planning, organizing, and directing daily activities and operations of the ACCR including supervision of the program. S/he will act as the backup liaison to the NYC CCR&R Consortium. S/he will continually modify and systematically generate policies and procedures to comply with new quality assurance standards, when plausible.

General Responsibilities:

- Assists the Director in overseeing the program operation and contracted milestones and training.
- Assists the Director in the design, development, and coordination of projects.
- Provides leadership to the program staff in fulfilling the contracted milestones and training.
- Monitors and tracks the progress of contracted milestones and training, and adhering to Child Care Resource and Referral (CCR&R) contract and milestones timeframes.
- Coordinates and facilitates appropriate meetings, training opportunities, and special events for child care providers and/or parents.
- Develops culturally competent training curricula and resource materials in Chinese and English.
- Develops, implements, and monitors an evaluation plan addressing logic models, strategic and program evaluation questions, data collection methods, analysis, and reporting.
- Works on special projects as assigned by the Director.

Leadership & Management

- Assists the Director in overseeing the Asian Child Care Referral program, including supervision of project management and daily operations.
- Provides direction and leadership to staff in fulfilling the contracted milestones and training.
- Develops strategies to ensure adherence to Child Care Resource and Referral (CCR&R) contract, milestones, and training.
- Assists the Director in systematically generating policies and procedures to comply with quality assurance standards and renew QA certification.
- Manages and evaluates the design, development, and coordination of projects.
- Assists in the creation and development of new programs in response to identified client needs and available funding opportunities.

Direct Service Monitoring and Delivery

Under the leadership of the Director:

- Serves as a backup to the Director to represent ACCR at meetings, activities, events, and initiatives at the city, state, and federal agencies level.
- Provides and oversees services including training and technical assistance to childcare providers.



ADVANCING OUR COMMUNITY

- Provides and oversees parent services including referrals, consultations, and workshops.
- Provides consumer education and referrals to meet the needs of the family by having and using outstanding customer service and knowledge of childcare.
- Conducts outreach to Business & Community.
- Networks with partnering organizations and participates in training programs, professional development workshops, and conferences.
- Oversees the planning and execution of outreach efforts and events.
- Participates in local, state and national child care public policy activities.
- Partners with State & national CCR&R Networks and collaborate with others to advocate for family-friendly policies.
- Distributes data-driven child care public policy reports, educates consumers and stakeholders on the use of data-driven reports and information to encourage policy changes.

Data Collection, Program Evaluation, Research, and Reporting Functions

- Develops, implements, and evaluates the program's data collection for evaluation and outcomes measurement.
- Carries out the program's evaluation and needs assessment projects.
- Develops operational plans to meet identified consumer needs and core administrative services.
- Develops evaluation reports to inform planning.
- Disseminates reports to stakeholders to educate them about early child care and education, informs the planning of practices, and to inform them of public policy; as well as secure funding to maintain or expand services.

Qualifications:

- Bachelor's degree required with five years of supervisory experience, or Master's degree with three years of supervisory experience.
- Knowledge of major quantitative & qualitative monitoring methodologies and proven ability to design monitoring instrumentation tools.
- Excellent written and communication skills.
- Bilingual in English and Chinese is preferred.
- Familiarity with the New York City Child Care System.
- Flexibility in work schedule preferred.

Compensation: • Salary commensurate with experience.

Please forward resume and cover letter to the Director of CPC Asian Child Care Resource & Referral, Sumon Chin, schin@cpc-nyc.org. Write Program Manager in the subject line.

CPC is an Equal Opportunity Employer