



**Crystal Stairs:
Improving the Lives of Families through
Child Care Services, Research, and Advocacy since 1980**



OUR CORE VALUES

*Excellence * Relationships * Integrity
Empowerment*

Crystal Stairs is one of the largest private non-profit child development corporations in the State of California. We help families locate affordable and appropriate childcare through a variety of services, working with childcare providers, educators, advocates, and community members to positively impact the lives of thousands of children each year.

As an Employer-of-Choice, Crystal Stairs is proud of our cordial, collegial work culture. We are committed to creating a family-friendly environment and encouraging employees to achieve work-life balance. That's why we offer your choice of flexible work schedules, *with a paid lunch break*: four 10-hour day workweeks, four 9-hour days, and one 4-hour day, or a five 8-hour day workweek.

You'll enjoy 2 weeks paid vacation to start, 3 weeks after 3 years, and 4 weeks annual vacation after 5 years. You'll also receive 3 personal days per year, and 8 holidays.

Our outstanding benefits include excellent HMO and PPO health and dental plans, as well as vision and employee assistance plans. We also offer employer-paid life insurance, optional supplemental life/dependant life insurance, and flexible spending accounts for health care and dependent care expenses. We provide a 401k plan (with employer match & profit sharing), with 100% vesting after just four years.

If you're ready for an enriching career, one with meaning and challenge, then Crystal Stairs is for you. Our work embodies our core values each and every day: excellence, relationships, integrity, and empowerment. Within this work you can find significant achievement, satisfaction and reward. Ready to make a difference? Join us!

MANAGER – STAGE 1

What We're Looking For:

We are seeking a Stage 1 Manager who is committed to excellence and the mission, goals and values of Crystal Stairs. The qualified candidate will have a successful track record in selecting and developing support staff while serving the community. Reporting to the Division Manager, the Stage 1 Manager will direct all business operations and personnel aspects of DPSS/DSS Stage 1 Case Management Department. In this leadership role, this position manages program operations and staffing to achieve program goals in compliance with contract requirements, regulations, and agency policies and procedures. The Manager develops and reviews various monthly business reports and develops plans and adjustments as necessary to meet program goals and objectives. In this key role, the Manager will direct the daily operations to ensure the Department's full compliance with agency, funder, and Child Care Alliance of Los Angeles (CCALA) policies and requirements. This individual must have demonstrated ability to influence people to ensure positive outcomes.

KEY RESPONSIBILITIES:

- Responsible for managing all aspects of DPSS/DSS Stage 1 Case Management Department, including material and personnel resources. Direct day-to-day operations to assure the Department's full compliance with agency, funder, and Child Care Alliance of Los Angeles (CCALA) policies and requirements.
- Responsible for effective caseload management inclusive of caseload goals, staffing levels, incoming work volume, customer service and quality expectations, for the CalWORKs Stage 1 Program based on Corporate revenue projections.
- Develop, update and maintain department annual plan on a regular basis.
- Participate in meetings with funders and external stake holders.

- Provide advice/supporting documentation, as needed, to senior management for contract negotiations or ongoing performance monitoring.
- Inform the budget preparation process and recommend an annual operating budget for the Department. Monitor budget compliance on an ongoing basis, report variances, and provide oversight to expenditures as needed.
- Ensure all required agency and contractual reports are produced in a timely and accurate manner.
- Maintain an excellent understanding of software application used to support Stage 1 work processes to ensure software enhancements are requested as needed to help facilitate compliance with funder, agency, and CCALA requirements.
- Participate with the management team in developing, implementing, and evaluating Crystal Stairs corporate policies and procedures.
- Other duties as assigned.

LEADERSHIP RESPONSIBILITIES:

- Communicate and educate employees on CSI culture and lead by example.
- Provide direction, leadership and coaching to staff members by conducting periodic staff meeting and frequent check-ins.
- Provide opportunities for employees that develop their competencies. Provide career counseling and advice. Empower employees to develop themselves.
- Provide feedback on performance, take prompt corrective action when necessary and conduct Performance Evaluation Process (P.E.P.'s) in timely manner.
- Track and monitor attendance of employees including timely submission of e-time.
- Select hire well-qualified, talented staff that reflects labor market diversity.
- Allocate and request resources that match production needs and adjust as necessary to support unit's budget and CSI goals/mission.
- Build strong teams that are technically competent and characterized by a high level of coordination and trust.

EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES YOU SHOULD POSSESS:

- Bachelor of Science/Arts degree from an accredited university in Health Education, Social Services or related field; MA preferred. Relevant work experience in human services/health education/child development may be substituted for college level education.
- Minimum 3-5 years experience managing a child care subsidy program, staff management experience, with 1-3 years demonstrated experience increasing workflow processes, work effectiveness and regulatory compliance within a department.
- Knowledge of the Child Care Subsidy program such as the Child Care Assistance Program, CalWORKs through the California Department of Education, County of Los Angeles Department of Social Services and County of Los Angeles Department of Children and Family Services. Must have knowledge of Stage 1 protocol and performance expectations.
- Must be a strategic thinker with excellent written, verbal communication, customer relations and presentation/public speaking skills. Ability to facilitate and maintain communication with diverse staffs and communities.
- Must have excellent organization skills and able to multi-task while working in a collaborative, team environment with a positive attitude. Requires strong collaborative skills and ability to influence staff and leadership.
- Requires proficiency in computer word processing and spreadsheet programs, including MS Office.
- Requires ability to problem-solve, prioritize and delegate workflow, and the ability to develop systems which ensure work completion and increase work performance in all core work areas within the department.
- Knowledge of funding streams, rules of governance and programmatic requirements associated with managing government contracts. Knowledge of California child care system.
- Ability to be flexible and adapt to change.
- Must be an administrative effectiveness and process improvement expert with strong skills in

judgment, integrity and ethics.

- Ability to analyze complex situations and develop creative, effective, efficient solutions.
- Provides expert knowledge and exercises sound judgment in handling various complex contracts, regulations and compliance issues.
- Has considerable discretion and independence in determining priorities.
- Must have excellent leadership and human relations abilities with ability to plan, organize, coordinate, and direct projects.

Crystal Stairs is committed to building and sustaining a diverse workforce and culture. As part of this commitment, Crystal Stairs provides equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, medical condition as defined by state law, ancestry, religion, sex, national origin, age, marital status, sexual orientation, gender, ethnic group identification, mental or physical disability, pregnancy, childbirth and related medical conditions, or any other legally protected status.

Please visit our website at: www.crystalstairs.org