Job description for the position of

Children's Services Manager

POSITION SUMMARY

The Children's Services Manager is an innovative leader who inspires children and adapts to meet them where they are. This person is responsible for working in partnership with the Vice President of Children's Services to carry out the mission and strategic advancement of Newhouse Children's Services including the Early Learning Center as well as school age programs [After School and Summer Camp].

Successful candidates will possess the ability to convert words/vision into action and be an advance of tasks and projects. The Children's Services Manager will be involved in high-impact projects that require acute attention to detail, the ability to multi-task, clear and concise written/verbal communication, proactive thinking and execution, and a consistent demonstration of a high level of trust.

The Children's Services Manager will report to and work closely with the Vice President of Children's Services to while also partnering with the Recreational Therapist, Development department, and other direct services staff to ensure projects are completed, deadlines are met, and that excellence is delivered in all we do at Newhouse. The Children's Services Manager will work in collaboration with children's therapists, shelter advocates, case managers, and family advocates to foster education, creativity, hands-on problem-solving, and exposure to healthy choices.

All Newhouse team members must be able to adapt to a continually evolving environment and thrive in an autonomous and deadline-oriented workplace.

SCHEDULE + BENEFITS

This is a full-time, salaried position starting at $55,000.

Work Schedule is Tuesday to Saturday 9am-5pm including one recurring late evening (i.e. 11 AM- 7PM). Flexibility is required to meet the needs of our clients and accommodate special projects, which may include additional evening or weekend hours occasionally. Newhouse provides a flexible work environment to the extent that it does not interfere with meeting the needs of our clients and residents.

Employees are eligible to receive 100% employer paid health and dental benefits. Voluntary vision benefits are available. 401(k) with a 4% match is available for all staff, following a 90-day qualifying period. EAP (Employee Assistance Program) and a generous PTO package are also provided.

PRINCIPAL ACCOUNTABILITIES

- Leads, motivates and manages the dynamic staff of the Early Learning Center, After School Program, No School Day/School Holidays, and Summer Camp.
    - Provide weekly staffing schedule and monthly lesson plans of activities.
    - Monitors the performance of the team by proactively analyzing outcomes and building performance improvement expectations based on performance/quality gaps.

- Plan and oversee educational, physical, emotional, intellectual, and social needs curriculum for Early Learning Center and School Aged programs.
- Partners with Recreational Therapist on planning and execution of enrichment curriculum filled with hands on experiential learning combined with community-based opportunities.
- Works closely with the Vice President of Children's Services to create enriching educational and therapeutic opportunities for the children residing in the shelter and outreach clients.
- Develop and implement an educational + behavioral assessment to identify educational and behavioral support resources best suited to position the child to stabilize and thrive beginning in our Early Learning Center and school age programs.
- Provides basic case management for families as necessary.
- Shares creative ideas to enhance and grow service delivery, business opportunities, and team culture.
- Attends professional development training and shares skills learned with the department.
- Ensure children are always supervised.
- Establish routines and provide positive guidance to children and staff.
- Implement positive discipline as required.
- Develop positive relationships and communicate effectively with parents.
- Maintain educational and enrichment materials in residential lounges at least weekly.

EXPERIENCE, ABILITIES + QUALIFICATIONS

Must possess:

- Executive maturity, sound judgment, and professional appearance
- Integrity, honesty and high ethical standards
- Keen interpersonal skills, being sensitive to our Trauma Informed Care model
- Alignment and adherence to the Newhouse mission, vision, and values & beliefs
- Ability to work effectively with diverse staff, parents, and community members
- Experience with conflict resolution and/or crisis management
- Action-oriented, entrepreneurial, adaptable, and innovative approach to curriculum planning
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed
- Must pass a background check
- CPR/First Aid certified or willingness to become certified within 30 days of hire

KEY SUCCESS MEASURES

Flexibility + Adaptability	Open to new ideas, processes, and ways to get work accomplished. Demonstrates resourcefulness to solve problems and meet goals. Can effectively respond and adapt to new people, responsibilities, and environments. Professionally navigates unanticipated obstacles. Works effectively under pressure and casts a calming influence on others.
Culture of Teamwork + Collaboration	Leverages the diverse voices, skills and experiences of the team to advance the mission. Promotes an exchange of ideas. Motivates and unites team members through positive encouragement and honest feedback. Works cooperatively with others even when varying opinions are present. Trusted to take problems to the source and not participate in gossip or divisive behaviors. Offers assistance to colleagues when help is needed and asks for help when needed.
Communication	Expresses views both verbally and in writing that are clear and concise. Uses the appropriate medium to share information and understands proper email

	etiquette. Maintains a high degree of self-awareness around tone and body language. Actively listens, doesn't interrupt, and practices empathy. Exudes confidence in a friendly and approachable manner. Is succinct in communications, recognizing time is a valuable resource for all.
Boundaries + Self Care	Exhibits a survivor-centric approach to our mission, while maintaining appropriate boundaries with residents, staff, volunteers, and community partners. Actively practices self-care by preserving work/life boundaries and seeks assistance/support when feeling overwhelmed.
Inclusive Culture of Belonging	Models "being you is your superpower." Values and respects those we serve and each other. Creates space to address and celebrate our shared humanity and builds a bridge to a greater level of empathy. Sees other's unique contributions, connects with coworkers, residents and volunteers. Supports others in their daily work and advancement and shows pride in the organization's values and purpose.
Commitment to Excellence + Integrity	Demonstrates an ambitious commitment to accuracy, thoroughness, and leveraging of best practices. Holds self and others accountable to commitments and goals. Takes responsibility and generates trust. Acts with honesty and owns mistakes. Documents work as needed and in a timely fashion. Works effectively under pressure and approaching deadlines. Strives to learn and apply new things to advance our work. Actively seeks opportunities to improve self. Willingly shares competencies with others.
Decision Making + Problem Solving	Resourceful, evaluates options, is able to anticipate next steps, and knows when to be independently versus collaboratively decisive. Does not get stuck in analysis paralysis and seeks support from team members when needed. Diligently thinks through problems and takes into consideration the potential positive and/or negative impacts to our residents, team, reputation, financial resources, and commitment to excellence when making decisions.
Creativity + Innovation	Understands innovation is the cornerstone to growth and longevity. Breaks the mold of the status quo with outside the box thinking to improve processes and service delivery. Is not afraid to take calculated risks and learn from mistakes. Balances creative thinking with practical application, modeling Newhouse's goal to be an industry Trailblazer.
Relationship Management	Uses appropriate interpersonal styles and communication methods to work effectively with co-workers, residents, community partners, and volunteers. Builds networks and alliances to obtain cooperation. Is even-tempered and keeps control of his/her emotions and behaviors, even in high-pressure situations. Understands the environment at Newhouse is one of healing and recovery. Practices trauma informed care in all areas of work.
Confidentiality	Properly maintains the privacy of our location and all clients' personal information. Readily adapts to new procedures to ensure confidentiality is maintained.

Coaching + Mentoring	Inspires, motivates and guides others to action. Creates a sense of job ownership by providing clear expectations, feedback, mentoring, and training to help individuals grow and thrive. Makes time to coach employees and improve their work performance. Actively seeks feedback from staff with an openness to hear opportunities for improvement.
Financial Management	Manages and monitors budget effectively. Identifies cost-effective approaches to business operations without sacrificing quality. Understands key financial indicators tied to organizational success. Follows financial policies.
Team Leadership	Communicates the vision and objectives of the organization and workgroup through all activities and behaviors; encourages and supports individuals and teams through periods of change; motivates individuals and teams to achieve high levels of performance; creates an environment where people are empowered and encouraged to innovate and work as a team.

WORK CONDITIONS

Work conditions are typical of those in an office setting. There may be extending periods of sitting, standing, walking up and down stairs and/or traveling on the elevator. Staff may be subject to noises such as others speaking or children playing, given the shelter's communal living structure. There are times the shelter must go into privacy mode for the privacy or safety of staff/residents. The intercom system is used to communicate these needs.

EDUCATIONAL REQUIREMENTS

Bachelor's Degree in Early Childhood Education or Social Sciences (Psychology, Sociology, etc.) is required. Minimum of two years of relevant experience in a supporting role.

AT WILL EMPLOYMENT

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Newhouse that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Newhouse at any time without cause.

EQUAL OPPORTUNITY + AFFIRMATIVE ACTION EMPLOYER

Newhouse is an equal opportunity and affirmative action employer. We celebrate diversity and know that in serving a diverse population and employing a diverse team, we position our organization and community to thrive. We promote diversity of thought, culture and background and are committed to a work environment of belonging that gives voice to, supports, inspires and respects all individuals.

Employment at Newhouse is solely based on a person's aptitude, qualifications and professional competence. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance.

TO APPLY

Please submit a resume to apps@newhousekc.org and place "Children's Services Manager" in the subject line.

Note: This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.

I have read and understood the duties and expectations as described in this position description.

Employee Name	Date