Job Title: **Associate Director - Provider Services**  
Department: **Provider Services**  
Reports To: **Director of Provider Services**  
FLSA Status: **This is a fulltime (40 hours/wk) Exempt position**

**ABOUT CHILDREN’S COUNCIL**  
For over 40 years, Children’s Council has been at the heart of child care in San Francisco. Our mission is to connect families to child care that meets their needs and to work with parents, providers and community partners to make quality child care and early education a reality for all children in our city. We believe all families need access to quality, affordable child care. Parents need reliable child care so they can work, and children need nurturing care and early education to prepare them for school and for life. If you want to be a child care champion in our community, we want you on our team.

**POSITION SUMMARY**  
We are seeking a highly skilled Associate Director who can lead, motivate, and hold accountable our Provider Services Team. Our new AD will supervise three managers and oversee a diverse group of staff members (15 in total) who are all passionate and committed to the mission of Children’s Council. In this new role, the AD will drive and implement our vision for business and quality supports to the Early Childhood Education (ECE) programs. This work spans the Family Child Care (FCC) Quality Network, our Family Child Care (FCC) business incubator, and Healthy Apple (our health and nutrition program). Success in this role will be to ensure the successful implementation of a high-visibility city contract with the Office of Early Care and Education.

**Key qualities our ideal candidate will have:**  
- S/he/they will have an awareness of our mission, the services we provide, and the challenges faced by families in SF  
- S/he/they will intuitively know how to upgrade the professional skills of their team; whether through mentoring or professional training  
- Proven management and supervisory experiences; leading successful teams  
- Hands-on project management expertise; you know how to put the pieces together

**PRIMARY RESPONSIBILITIES**  

*Project Oversight and Management*  
- Plan, implement, and expand program activities aligned with organizational goals and commitments  
- Deliver on local and state government contractual obligations and foundation grant expectations  
- Develop, implement, and utilize high-quality customer feedback loops to continuously refine services

*Staff Supervision and Performance Management*  
- Hire, train, continuously develop, and evaluate managers for performance  
- Can model best practices for all managers to use with staff  
- Manage workflows and expectations; coach managers and staff to strive for excellence in service delivery

*Program Leadership*  
- Represent Children’s Council with community partners and funders, demonstrating fluency with our programs and the issues affecting the child care field
• Proactively address systems issues with internal and external stakeholders, including peer Associate Directors
• Actively contribute ideas and best thinking to peers and organizational leadership

QUALIFICATIONS
• Bachelor’s degree in related field.
• Five years or more of direct supervisory and project management experience, preferably in a nonprofit setting
• Knowledge of Early Childhood Education quality, business practices, publicly-funded systems and landscape
• Ability to critically analyze and utilize information from a variety of sources for program improvement
• Strong work ethic, self-directed, and self-motivated.
• Ability to work with a variety of constituencies and stakeholders, both inside and outside Children’s Council, and the ability to foster and maintain positive relationships.
• Ability to work autonomously, while also fully participating, functioning and managing in a team environment.
• Excellent written, interpersonal, and oral communication skills
• Commitment to social justice and/or lived understanding of adverse childhood experiences
• Bilingual in Spanish or Cantonese (preferred)

How to apply:
Please submit your cover letter and resume in Word or PDF format with “Associate Director of Provider Services” in the subject line to: careers@childrenscouncil.org

Children’s Council is an equal opportunity employer that values diversity as central to our work serving the San Francisco community. We encourage candidates from a wide range of backgrounds to apply. Individuals seeking employment at Children’s Council are considered without regards to race, color, religion, national origin, age, sex, marital status, ancestry, physical or mental disability, veteran status, gender identity, or sexual orientation.