

## **DCF PROGRAM SUPERVISOR**

### **Position Summary**

Under the general direction of the Regional Licensing Manager, Bureau of Early Care Regulation, this position carries responsibility for providing administrative, management, supervision and leadership to regional licensing staff and resources necessary to carry out the Department's child care licensing mission, objectives and goals. The Licensing Supervisor represents the region, bureau, division and department with licensed providers, community groups and the general public. The scope of the region's regulatory activities is extensive, providing supervision and oversight to staff in the licensing and regulation of: licensed group and family child care centers, license-exempt programs receiving Wisconsin Shares subsidy dollars, and licensed day camps. In carrying out their functions, the Licensing Supervisor supervises the activities of professional licensing and certification staff to manage the state's regulatory program for licensed, certified & license-exempt child care in the region to ensure compliance and consistency with all program requirements in state statutes, administrative codes, regulatory policies and procedures for each provider type.

The Licensing Supervisor provides leadership in coordination of planning, organizing and directing the work of professional licensing certification specialists and office staff in conducting timely, complete and accurate pre-licensing studies, making initial licensing determinations and continuation reviews, conducting monitoring inspections, complaint investigations for licensed and alleged illegal providers and taking enforcement actions for the region and technical assistance and consultation. The Licensing Supervisor is responsible for quality assurance and improvement for the regional regulatory program including collaboration with the Bureau of YoungStar to develop coaching supports for programs to meet and maintain compliance with regulatory standards. The Licensing Supervisor recommends and takes action to deny, suspend and revoke licenses in collaboration with the Regional Licensing Manager, Bureau Director and Department legal counsel.

The position participates in the development of recommendations for state statutory and budget changes, recommends administrative rule revisions, and Department program and policy changes. The Licensing Supervisor makes responsible management decisions that have considerable impact on the health, safety and welfare of children in child childcare settings. The Licensing Supervisor conducts informational sessions and consultative activities to educate and inform providers, provider associations, child care organizations, advocacy groups, educators, and the public of Departmental plans and programs concerning the children's regulatory program, early care and education. Along with the Regional Licensing Manager, the Licensing Supervisor promotes and maintains coordination and cooperation for the Department with licensed children's providers, county and tribal representatives, Wisconsin Supporting Families Together Association, Wisconsin Early Childhood Collaborating Partners, Wisconsin Early Childhood Association, Wisconsin Technical College System and the university system, Wisconsin Council on Children and Families, Wisconsin Association of Family and Children's Agencies, Wisconsin Child Care Administrator's Association, Wisconsin Family Child Care Associations, Wisconsin Child Care Providers Together and other community based organizations. In addition, this position assists in the supervision of office management and support services in the field office for the DECE Bureau of Early Care Regulation.

**Time**

**Goals and Worker Activities**

35%

A. With the Regional Licensing Manager, supervise and direct the regional regulation, licensing and monitoring of children’s licensed programs, including group and family childcare, day camps, license-exempt programs receiving Wisconsin Shares subsidy dollars.

A1. Effectively assist the Regional Licensing Manager in planning, organizing and directing the licensing and regulation activities to promote protection of children in child care and to ensure compliance with state and federal requirements.

A2. Assist the Regional Licensing Manager in analyzing, developing, implementing, monitoring and evaluating Department, Division, Bureau and Region policies and procedures.

A3. Analyze, monitor and evaluate the quantity and quality of staff performance to determine consistency of application of licensing standards, rules and statutes ensuring that all meet established interpretations.

A4. Assist in planning, directing, implementing and monitoring procedures for ensuring that license applications are processed efficiently and accurately.

A5. Assist in planning, directing, implementing and monitoring procedures for ensuring compliance with the caregiver background check law.

A6. Review statistical reports and information for effective program analysis, quality assurance, monitoring, evaluation, planning and oversight.

A7. Participate in the development of bureau strategies used in regard to non-compliant or problem providers, including, when appropriate, immediate telephone communications, on-site visits, coordination with bureau management, and/or other actions.

A8. Plan, direct, implement and monitor procedures for complaint investigations, both regarding licensed programs and alleged illegally operating programs.

A9. Evaluate findings from on-site monitoring of problem facilities to determine what further investigative or enforcement actions might be necessary.

A10. Recommend revocation or denial decisions when providers or applicants fail to meet minimum standards specified in statutes, rule, or policies and/or fail to take actions to protect children in their care. Prepare documentation associated with such actions.

A11. With approval of the Regional Licensing Manager, issue enforcement actions, including warning letters, orders and forfeiture assessments.

A12. Represent the department and provide expert testimony in legal activities, informal conferences as a result of enforcement actions, at formal administrative hearings and in court proceedings.

A13. Plan, direct and implement responses to emergency situations when there is imminent danger to children in licensed facilities.

A14. Review, evaluate and approve or deny exceptions to rules requested by regulated providers.

A15. Confer regularly with other regional licensing Managers and supervisors, bureau program specialists and the bureau director to maintain consistent application of statutes and administrative rules and statewide policies and procedures.

A16. Maintain knowledge of federal and state funding requirements for child care and the relationship of funding issues to regulated programs.

25%

B. Supervision of licensing specialists and office management staff.

B1. Assist the Regional Licensing Manager in directing the regional office staff and monitor work assignments to ensure an efficient and effective functioning region. Allocate staff resources according to established strategic plan and associated work plan priorities to maximize productivity.

B2. With the Regional Licensing Manager, establish and implement operating policies and procedures for the region and assist the Regional Licensing Manager in determining priorities for deployment of staff.

B3. Initiate, develop and implement policies and procedures to ensure programs regulated statewide are consistent with requirements.

B4. Direct staff activities to assure conformity and consistency of work with Department, Division and Bureau mission, goals, objectives and strategies.

B5. Assist in defining performance standards for work objectives of staff and monitor quality performance expectations and review and reinforce through conferences and regular evaluations of products.

B6. Monitor licensing staff on-site to review ensure high quality regional performance.

B7. With the Regional Licensing Manager, develop evaluation and interview questions, select balanced interview panel, conduct interviews, recommend selection and participate in training of new licensing and office staff.

B8. Recommend performance and merit awards for appropriate staff.

B9. Coordinate field activities with central office to maximize the effective use of staff resources and to ensure consistency in program requirements.

B10. Assist Regional Licensing Manager to supervise support function to ensure effective program support to regional BECR staff.

B11. Hold regular meetings, conferences and work sessions with staff to develop and monitor work assignments, to problem-solve and to ensure consistent direction.

B12. Review workplace health and safety expectations and concerns with all employees.

B13. Assist in the analysis and evaluation of technology needs and implement increased use of technology to increase effectiveness and efficiency of regional operations.

B14. Coordinate regular meetings with supervisors of other department units in the regional office to identify areas of mutual concern and opportunities for collaboration.

20%

C. Participation in the development of bureau, divisional and departmental policies, procedures, administrative rules; participation in the bureau's management team.

C1. Identify policy and budget issues, administrative rule revisions, problem and needs and bring them to the attention of the bureau, division and department. Make responsible management decisions that have considerable impact upon the health, safety and welfare of children in child care settings.

C2. Participate in division, department, and cross departmental workgroups to develop recommendations for revised policies and practices in relation to child care regulation's support of quality practices.

C3. Participate as a member of the regional and bureau's management team in administrative planning and action.

C4. Participate in workgroups to develop policies and procedures and rule interpretations for regulated programs.

C5. Serve as regional licensing Manager, as delegated, in the Manager's absence.

C6. Analyze and recommend bureau and division's response to proposed changes in statutes and administrative rules.

C7. Initiate changes to administrative rules and state statute and develop corresponding language drafts to improve regulatory program.

C8. Represent the bureau, division and department with legislators regarding regulatory issues.

C9. Represent the bureau and division in DCF committees and policy initiatives that impact on the regulatory program.

C10. Develop and implement internal policies and procedures to reflect changes in state and federal requirements.

C11. Develop and provide training, educational and informational programs for bureau staff, the industry, and representatives of licensed programs, enforcement procedures and bureau policies and procedures.

C12. Meet with providers and provider associations on a regular basis to present new information or changes in state regulations, enforcement procedures and bureau policies and procedures.

C13. Develop recommendations and implement changes needed in regulatory programs and provide training, public education, technical assistance and best practice guidelines related to brain development and optimal child development.

15%

D. Represent the region, bureau, division with the licensed providers, community groups, industry associations, governmental agencies, local and state elected officials, advocacy agencies, consumer groups and the public.

D1. With the Regional Licensing Manager, conduct informational sessions and consultative activities for licensees, facility staff, advocacy/consumer groups and the general public to increase knowledge of regulatory requirements, child development

and care and relationship of regulations to appropriate child development, care and education.

D2. Maintain working relationships with all bureaus in the DECE, DOR, OLC, Wis. Technical College System, county agencies, tribal governments, child care associations, child welfare associations, local law enforcement agencies and district attorney offices, representatives of community and provider groups.

D3. Meet with representatives of licensed programs concerning potential license revocation, complaints concerning violations of regulations or other areas of conflict.

D4. Meet with family members of children in care and public citizens regarding complaints and other concerns about licensed programs or alleged illegal operating programs.

D5. Maintain regional reports/records, inventories and related invoices.

D6. Develop and maintain close liaisons with public and private organizations within the region, which are interested in child development, child care and education and child welfare issues.

D7. Coordinate activities and space management issues with DOA and oversee all facility activities including moves, repairs, construction, fleet vehicles, voice and data line installation.

D8. Develop, revise, implement and maintain records management systems for the office according to departmental rules or regulations and in coordination with DCF Central office.

D9. Interpret child care and child welfare statutes, rules, regulations and policies to local governmental agencies and the general public.

D10. Participate on local advisory boards or other committees in the area of early childhood development or child welfare.

D11. Serve as point of contact with other Bureaus, Divisions, Departments and landlords as requested by Licensing Manager.

D12. Utilize the state procurement card for purchases and maintain records of use to assure proper billing and use.

D13. Participate in regional meetings with representatives of child care resource and referral agencies, SFTA, Child and Adult Food Program sponsors, Wisconsin Technical College System, county human service/social service or tribal child care certification staff and others interested in child care regulatory issues to share information and develop regional strategies to improve delivery of services.

5%

E. Implement Affirmative Action/Civil Rights Compliance Plan within areas of responsibility and in compliance with federal and state civil rights laws.

E1. Review section hiring selection process to ensure fairness and equal opportunity for all applicants.

E2. Review section disciplinary actions, resignations, and dismissals for compliance with appropriate standards and rules.

E3. Provide information and direction to section staff to ensure support for the Affirmative Action/Civil Rights Compliance Plan.

E4. Conduct exit interviews with staff as assigned.

### **Knowledge, Skills, and Abilities**

1. Knowledge of childcare principles, practices, and functions
2. Knowledge of federal and state laws, regulations, standards and policies in child care.
3. Knowledge of quality assurance principles and practices.
4. Knowledge of the theories and practices of administration, management, and supervision of child care programs
5. Knowledge of data management principles
6. Knowledge of leadership and supervisory principles and practices
7. Must possess mathematical, oral and written communication, and time management skills.
8. Extensive skill in written communication in order to prepare well-organized, concise documents such as position papers, requests for proposals, reports and planning documents.
9. Ability to utilize WISCCRS, CSAW, CCPI, WEBi and other systems to support supervising Licensing Specialists.
10. Ability to work independently and apply critical thinking techniques as needed.
11. Ability to present information in a clear and concise manner.
12. Ability to operate a computer, related software and systems.
13. Ability to meet strict timelines.
14. Ability to work effectively and harmoniously with staff and others.
15. Ability to exercise concrete decision making skills; consult supervisor as needed.