# Department of Children and Families Division of Early Care and Education Bureau of Early Care Regulation

**Human Services Supervisor** – **Southern** **Regional Licensing Manager**

**POSITION SUMMARY**

Under the direction of the Bureau of Early Care Regulation Director, the Regional Licensing Manager in the Southern Regional Office (SRO) is a professional supervisory position responsible for providing management, supervision, coordination, and leadership in the implementation of regulatory activities and quality assurance of regulated child care programs. This position is responsible for overseeing the licensing and monitoring of family and group child care programs, day camps and license-exempt public school programs in Wisconsin’s southern counties. This position manages and directs professional staff in the performance of regulatory activities, which include processing licensing applications, monitoring programs for compliance, renewing licenses, investigating complaints and issuing enforcement actions. The Regional Licensing Manager is responsible for administering regulatory enforcement actions, which include legal sanctions and penalties, for child care programs found to be out of compliance. This position is the primary representative of the Bureau of Early Care Regulation in the regional office for directing the state's regulatory program for regulated child care programs and facilities in the regions, and for carrying out the department's mission, objectives and goals to protect the health, safety and welfare of children.

The Regional Licensing Manager directs and supervises professional, supervisory, administrative and program support staff. The Regional Licensing Manager is responsible for training and evaluating staff and for making recommendations for hire, transfer, performance awards, promotion, disciplinary action, suspension, reassignment and responding to grievances of subordinate employees as appropriate. This position allocates regional resources accordingly to meet Department priorities and standards.

# TIME% GOALS AND WORKER ACTIVITIES

**40% A. Manage, direct and provide leadership for the regional regulation and licensing of child care programs.**

A1. Effectively plan, direct, monitor and assign professional staff for the efficient utilization of resources to ensure conformance with licensing standards and compliance with statute and administrative code requirements for family and group child care centers, day camps, and license-exempt public school programs.

A2. Direct and oversee the application process for new licenses, including determining whether an applicant meets the minimum requirements for licensure and is fit and qualified to operate a child care center.

A3. Direct and oversee the issuance of new licenses and ensure that facilities are monitored during probationary periods in accordance with licensing standards.

A4. Direct and oversee staff conducting site visits to determine compliance with monitoring standards and established timeframes for completion of health and safety monitoring.

A5. Evaluate and review the results of regulatory site visits and plans of correction submitted by child care programs to correct noncompliances.

A6. Analyze data on recurrent areas of noncompliance to assist in developing potential changes to statute and administrative rules and to assess the need for additional training or technical assistance to the provider community on developing trends or concerns.

A7. Direct and oversee complaint investigations on licensed and alleged illegal operations in accordance with bureau standards.

A8. Coordinate with the Office of Legal Counsel, the Division’s Program Integrity Unit and other agencies, such as county departments, child protective services and law enforcement agencies, when conducting joint investigations.

A9. Assess the need to issue a summary suspension (i.e., emergency closure) of a licensed child care center during an ongoing investigation in which a determination has been made that the public's health, safety and welfare may be compromised.

A10. Inform and train staff on program policies, program changes and other pertinent information to keep staff up to date and to ensure consistent and committed delivery of the Department's missions and goals.

A11. Make decisions on and issue sanctions and penalties in accordance with statutory and administrative code provisions.

A12. Participate in litigation involving licensing sanctions and/or penalties imposed, including consultation with legal staff in the department and/or the Department of Justice, and provide expert testimony at administrative hearings, depositions and circuit court cases, as necessary.

A13. Actively participate in program integrity efforts with the Bureau Child Care Subsidy Administration (BCCSA) subsidy and other child care funding programs.

A14. Facilitate submittal of required reports of child death and critical incidents that occur in licensed child care programs and collect, review and analyze accident reports for children attending licensed child care programs.

A15. Prepare draft correspondence for the bureau director, division administrator, department secretary and/or governor in response to legislative, provider or consumer concerns or questions.

A16. Participate in the LEAN government and other continuous improvement initiatives.

A17. Meet with representatives of licensed programs concerning contemplated license actions, complaints or other areas of alleged conflict and meet with community groups and agency representatives to explain program goals and objectives.

**25% B. Supervise, onboard, train, coach and evaluate supervisory, professional and administrative support staff in the regional office.**

B1. Allocate staff resources and functions according to established work plan priorities to maximize productivity.

B2. Prepare and update job descriptions, recruit, interview, select qualified candidates and recommend decisions as to permanent status.

B3. Develop defined performance standards for supervised employees and regularly evaluate staff performance in relation to expected outcomes to determine if objectives are being met.

B4. Conduct the Performance, Planning and Development review in a timely manner and regularly communicate with staff their strengths and weaknesses.

B5. Recommend performance and merit awards for staff.

B6. Recommend disciplinary action when required and respond to grievances as appropriate.

B7. Monitor regional budget expenditures.

B8. Coordinate support staff services to assure equitable services.

B9. Conduct routine status check-in meetings with direct reports to discuss progress on tasks and projects and to identify coaching opportunities.

B10. Conduct regional team meetings at least monthly to communicate and share information from management meetings, work groups and other relevant advisory groups.

**20%**

1. **Identify, develop and foster stakeholder relationships within the early care and education community in a positive and professional manner to formulate program policies and procedures, improve the quality of programs, and ensure the health, safety and well-being of children in care.**

C1. Meet regularly with and provide leadership to early childhood education stakeholder groups, professional associations, county departments and other entities for the purpose of analyzing emerging trends and indicators of quality care to facilitate the development of policies, procedures and administrative codes responsive to current industry and consumer needs.

C2. Convene regional networking meetings with stakeholders at least semi­ annually to discuss relevant issues and concerns and to share information on the development and implementation of new initiatives of interest in child care.

C3. Lead the regional efforts to develop and implement a Business Impact Analysis plan and a regional office contingency plan to continue critical business practices in the event of an emergency or natural disaster.

C4. Represent the regional office in carrying out the Department's mission and goals by serving on statewide and local committees, workgroups and task forces, such as divisional work groups, local ECE advisory committees, and meetings with regional collaborating partners.

C5. Collaborate with BECR Central Office staff and the Secretary’s Office Communications team to respond to public, media, legislative and governor’s office inquiries related to child care licensing.

**15% D. Carry out mission, objectives and goals of the Department, Division, Bureau and Region.**

D1. Attend staff meetings and serve on divisional and bureau work groups.

D2. Communicate regional workload needs and trends to the bureau director and provide critical information and updates concerning serious and high-profile situations, including compliance issues with facilities, injuries or death of children.

D3. Participate and lead regional efforts in the bureau's quality improvement process to ensure statewide consistency in the application of regulations and guidelines.

D4. Collaborate with BECR central office staff to identify changes needed to statute, administrative rule, policy, procedures, systems automation, and reporting tools.

D5. Work with the Bureau of Youngstar (BOY) staff and regional technical consultants to identify opportunities for collaboration with quality and compliance initiatives and to promote quality child care.

D6. As needed, act on behalf of the bureau director and provide back-up coverage to the other regional licensing managers when they are out of the office.

**KNOWLEDGE AND SKILLS**

* 1. Extensive knowledge of effective supervisory principles and practices.
  2. Extensive knowledge of Wisconsin statutes and administrative codes for the regulation and licensing of child care programs.
  3. Knowledge of regulation and licensing protocol and procedures and the overall goals and mission of the department, division and bureau.
  4. Knowledge of and ability to identify red flag criteria for providers committing potential fraud in the Wisconsin Shares program.
  5. Extensive knowledge of quality assurance principles and methods.
  6. Ability to communicate clearly and effectively with advanced skills in communicating difficult information verbally and orally.
  7. Extensive knowledge and skills in problem solving, conflict resolution, negotiation, and mediation.
  8. Extensive knowledge of effective management practices and principles and the ability to plan, assign and evaluate the work of staff representing diverse populations and professional disciplines.
  9. Knowledge and administration of the hearings and appeal process and ability to effectively represent the bureau by providing testimony in litigation proceedings.
  10. Knowledge of state civil service personnel rules, regulations and practices.
  11. Knowledge of Affirmative Action/Civil Rights Compliance laws, rules, regulations and principles.
  12. Ability to apply knowledge of diversity, equity and inclusion principles.
  13. Working knowledge of state purchasing rules and budget monitoring methods.
  14. Knowledge of investigation methods and best practices.
  15. Knowledge of policy development and rulemaking procedures.
  16. Knowledge of Wisconsin human service systems and programs.