

**Wabash Area Development, Inc.**  
**Job Description**

**Job Title:** Center Supervisor  
**Department:** Head Start  
**Reports to:** Disability and Employee Performance Manager  
**Grade Level:** Grade VIII  
**Prepared by:** HS/EHS Director  
**Prepared date:** 06/09/2020  
**Approved by:** Executive Director  
**Approved date:** 10/6/20

**Summary: Supervises the delivery of Head Start center-based services to families in the assigned location. Assures that the Head Start Performance Standards and DCFS licensing regulations are met at the centers. Assures that the goals and the objectives of the program are carried out in coordination with the goals of Wabash Area Development, Inc. Responsible for a system of coordinating on-going communication with staff.**

**Essential Duties and Responsibilities** include the following:

Model for all staff, coach/mentor all center staff, and collaborate with coordinators/county manager to maintain consistency and cooperation in the program.

Know and adhere to Head Start Performance Standards, agency Personnel Policies and DCFS licensing regulations.

Maintain the effective line of communication among center, facility providers and program administration.

Make sure monthly fire drills occur.

Ensure a safe, friendly classroom environment that is conducive to learning.

Make sure tornado and earthquake drills are conducted once in fall and once in spring.

Meet with the Program Coordinators to update progress and concerns of center staff.

Work with Education Coordinator to ensure all center staff's lunch schedule is posted and classroom staffing meets Head Start standards during these times.

Supervise and train all staff assigned to center site.

Attend meetings called by County Manager and recognize his or her role as office manager.

Mediate with center staff to resolve conflicts.

Attend any meetings, workshops scheduled by the Education Coordinator and/or supervisor.

Ensure daily lesson plans are completed and developmentally appropriate and filling out monthly lesson plan/outcomes checks.

Provide input to the Education Coordinator regarding training needs of center staff.

Assist staff with the reporting of neglect/abuse to DCFS hot line.

Maintain confidentiality regarding child, family, staff and/or agency matters.

Ensure that each center teacher develops individual outcome plans for each child enrolled.

Monitor COR on each enrolled child to ensure up-to-date and accurate.

Analyze COR data with classroom teachers three times per year.

Substitute in the center as teacher, cook, and/or bus monitor as needed or ensure that a substitute is available to fill in where needed in your absence.

Professionally conduct yourself, at all times, as a leader, model or monitor for staff and families.

Implement Active Supervision of Children procedures to ensure each child is safe and accounted for at all times.

Assist with home visits/parent-teacher conferences or ensure that they are covered.

Conduct a PQA on each classroom at site two times per year and come up with plan for improvements and turn in to supervisor and Education Coordinator.

Conduct monthly classroom observations to ensure classrooms are a safe and healthy environment for children and report results to Education Coordinator.

Complete agency evaluations on assigned center staff.

Assist with the implementation of educational screening and rescreens.

Attend local school staffing and/or IEP's as needed or requested.

Ensure a system is in place so that the center staff you supervise can contact you when a situation might arise that will affect the next day's center operation; e.g. staff illness, staff emergency, etc.

Serve as a professional liaison for all visitors, parents, or community workers who visit the center.

Help assist at center door, or with the buckling of children on and off the bus in order to maintain staffing regulations per Head Start standards.

Keep County Manager informed of any changes in the center staffing or the day-to-day operations of the center or any building issues.

Substitute for staff as needed to ensure that the appropriate child/adult ratio is maintained in the classroom and on the playground at all times.

Maintain necessary statistics and complete monthly reports and ensure that paperwork reaches Enfield in a timely manner.

Supervise maintenance and cleaning of all materials and equipment along with the classrooms. Assist with this cleaning as often as possible.

Keep Health Assistant informed of center happenings, changes or concerns.

Attend meetings of Coordinators and Supervisors, and meetings called by the County Manager. Attend college classes as negotiated with HS/EHS Program Director.

Submit staff's time and travel paperwork to the central office after checking and asking for corrections.

Maintain a weekly dialogue with County Manager seeking agency updates and other information.

Stay current on Gateways of Opportunity and attend any trainings/meetings needed to earn credentials.

Any other duties as assigned to ensure smooth program operation and/or to assist with coordination of other agency sponsored services.

**Supervisory Responsibilities:** Directly supervises the center staff. Is responsible for their overall direction, coordination, and evaluation. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning, and directing work; data entry monitoring; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Competencies:** To perform the job successfully, an individual should demonstrate the following and understand the dynamics of a successful business.

**Analytical:** Collects and researches data; uses intuition and experience to complement data.

**Design:** Generates creative solutions; Demonstrates attention to detail.

**Problem Solving:** Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Technical Skills:** Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service:** Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal Skills:** Focuses on solving conflict, not blaming; Maintains confidentiality; Remains open to others' ideas and tries new things; Keeps emotions under control; Listens to others without interrupting; Respects others time and space.

**Oral Communication:** Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

**Written Communication:** Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Teamwork:** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone's effort to succeed.

**Quality Management:** Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Organizational Support:** Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

**Cost Consciousness:** Works within approved budget; Develops and implements cost saving measures; conserved organizational resources.

**Diversity:** Shows respect and sensitivity for culture differences.

**Planning\Organizing:** Prioritizes and plan work activities; Uses time efficiently.

**Professionalism:** Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for their own actions; Follows through on commitments; Understands the dynamics of the operation of a successful business.

**Ethics:** Treats people with respect; Keeps commitments; Inspires trust of others; Works with integrity and ethically; Upholds organizational values.

**Safety and Security:** Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Attendance and Punctuality:** Is consistently at work and on time; Arrives at meetings and appointments on time; Ensures work responsibilities are covered when absent.

**Dependability:** Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

**Quantity:** Completes work in a timely manner; Always willing to help others when feasible.

**Adaptability:** Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.

**Qualifications:** To perform this job successfully, and individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The individual must have a valid Illinois driver's license.

**Education and Experience:** Must have a Bachelor degree in Early Childhood or related field with some Early Childhood coursework. Must be at least 21 years old and have completed two years work experience with young children in a classroom environment. Must meet DCFS licensing requirements for Center Director. Prior supervisory experience preferred. Must have the ability to relate well with co-workers and the community. Salary based on salary schedule and education.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instruction, and procedure manual. To write routine reports and correspondence, speak effectively before groups of customers or employees or organization.

**Mathematical Skills:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

**Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:** To perform this job successfully, an individual should have knowledge of ChildPlus software; Database software; Internet software; Inventory software; and Word Processing software.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; walk; use hands to finger, handle, or feel; reach with hands and arms; taste or smell; and talk or hear. The employee is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds, over 50 pounds requires a two man lift. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The noise level in the work environment is usually moderate.

---

Staff Signature

---

Date

---

Supervisor's Signature

---

Date