



## Deputy Director Job Description

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To Whom Reports:	Executive Director
Location:	Child Care Aware of Virginia Corporate Office
Position Status:	Non-Exempt
FTE:	1 FTE = Full-time based on 37.5 hours per week
Benefits:	Full Benefits

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### I. **Job Purpose**

The Deputy Director position is a member of the executive management team and is responsible for implementing policies and procedures as set forth by the Executive Director and the Board of Directors.

Guided by Child Care Aware of Virginia's (CCAoVA) Mission and Strategic Plan and reporting to the Executive Director, the Deputy Director provides the necessary organizational management and staff direction to ensure that CCAoVA sustains and maintains its infrastructure and ability to provide essential resources and programmatic services to CCAoVA members, in order to deliver high quality CCR&R services throughout Virginia. The Deputy Director creates and promotes excellent teamwork through effective communication, collaboration and accountability among funders, contractors and program staff. The Deputy Director supervises staff and oversees the following functions at CCAoVA:

- Contract administration, management, evaluation and development;
- Personnel management including hiring, evaluation, and development of program staff;
- Communication liaison between CCAoVA administration, staff, partners and members
- Design and monitoring of statewide data collection systems and processes;
- Implementation and management of grant-funded programs/projects; and
- Assistance with financial management directly related to program service delivery, public awareness, advocacy and fundraising activities.

### II. **Administrative Functions and Responsibilities**

- Provide leadership to staff, members and contractors in the management of the organization, fostering interactive dialogue, critical thinking, teamwork, internal collaboration, knowledge-sharing and clear reporting to develop and implement the operational infrastructure of systems, processes, and personnel.
- Establish overall goals and objectives within areas of oversight, fostering well-defined expectations and outcomes.
- Act as the primary conduit of technical information between CCAoVA, lead agencies and subcontractors, funders, the Commonwealth of Virginia, Child Care Aware of America and other external partners.
- Provide project coordination, technical assistance and monitoring of member agencies/contractors.
- Provide supervision and oversight for special projects and grant-funded programs as assigned by the ED.
- Participate in evaluating, analyzing and advising on the organizational and financial impact of long-range planning and new program development.
- Oversee the hiring and evaluation of program/project staff, contractors, interns and volunteers.
- Oversee the development and maintenance of CCAoVA's public awareness and communication projects, i.e. website, social media, public awareness campaigns, recruitment campaigns, etc.
- Identify and provide best organizational practices including specific topics for staff/member agency development, as well as emerging approaches for CCAoVA management.
- Assist the ED, Coordinators, and other program managers in maintenance of best practices to perform well in their respective roles as administrative, operational and program leaders.
- Assist with fund development and fundraising activities.
- Represent CCAoVA in nonprofit industry-group conferences, professional associations, advocacy efforts and other public venues.
- Attend board of directors meetings and subcommittee meetings as requested.
- Assume any and all other duties as necessary, as it relates to the mission of CCAoVA, as assigned by the Executive Director.
- Abide by the policies and procedures set forth by CCAoVA.

### III. **Knowledge, Skills and Abilities Required**

- **Education:** Prefer master's degree/graduate-level coursework in early childhood, business, nonprofit management or related field with appropriate experience. Bachelor's degree required in related field.

#### **Experience**

- Minimum of 5 years nonprofit experience with at least 3 years administrative-level/contract management.
- Early childhood knowledge/experience in related field, preferably child care resource & referral.



- Possess a valid driver's license.
- Pass a criminal history check.

#### **Master-proficient Communication and Writing Skills**

- Demonstrated ability to communicate in writing with clear, thoughtful, concise and comprehensive use of language; tone and formatting appropriate to the needs of each necessary communication.
- Ability to type accurately at 75wpm+ (demonstrates technical skill level and efficient time-management).
- Skilled in providing clear, comprehensive written instructions – ability to translate verbal communication into effective written guidance.
- Grant / Contract writing experience: Development, Writing, Management, Reporting, Analytical Evaluation.

#### **Master-proficient Technical Skills**

- Computer/Technology-savvy – ability and willingness to quickly learn new software, hardware, equipment and systems with minimal/basic instruction (self-starter/self-motivated learner).
- Master proficiency in all standard software programs (ie: Microsoft Office, including Word, Excel, PowerPoint, Publisher, Microsoft 365); Ability to type accurately at 75wpm+ (demonstrates technical skill level and efficient time-management).
- Accuracy: Must be detail-oriented and thorough, with ability to work independently with precision (effective start-to-finish process resulting in minimal errors).
- Analytical, Critical Thinking skills –
  - Ability to effectively evaluate programs, services, systems and tools in order to identify successful strategies, existing and potential challenges, implement improvements and maintain progress.
  - Ability to analyze quantitative and qualitative data in the reporting and evaluation of programs and services.
  - Ability and propensity to conduct statistics and web-based research for use in learning, project development and analysis/evaluation.
- Demonstrated experience with database systems use and management (development experience a plus).
- Publication development – Design capabilities a plus – Necessary ability to evaluate the content and effectiveness of agency promotional and educational materials.

#### **Human Relations / Staff Management Skills**

- Demonstrated ability to communicate effectively in writing AND verbally with clear, thoughtful, concise, and comprehensive use of language, in a tone and format appropriate to the needs of each necessary communication.
- Exemplify effective, assertive leadership.
- Ability to remain calm and project a calming nature that is composed and centered; ability to diffuse stressful situations and minimize workplace distractions; be a source/model for stress reduction in the workplace.
- Active Listening and Comprehension Skills – Detail-oriented, patient, analytical communicator.
- Fair & Balanced Thought Process – must be willing to hear and understand all sides of a given situation before reacting/drawing conclusions / providing guidance. Able to problem-solve issues effectively and collaboratively.
- Must be able to keep emotions in-check; ability to remain composed even in the face of frustration or adversity. Low emotional-reactivity.
- Approachability – Must be accessible to staff, both in presence and with an engaging and empathetic disposition.
- Boundaries – Ability to set and maintain proper, professional boundaries with regard to staff and partner relations, the workload, agency business and work/life balance.
- High regard for confidentiality – ability to uphold, understand and epitomize respect for confidentiality.
- Ability to communicate with diplomacy and tact at all times, even in the face of frustration or adversity.
- Conflict Resolution Skills – ability to navigate, manage and minimize conflicts in the workplace.
- Ability to work mostly independently, with minimal need for supervision or instruction; able to determine when immediate decisions are necessary and what actions are appropriate, and when additional guidance/approval is warranted.
- Ability to independently manage work time, deadlines, tasks, projects and personnel in an organized way, without contributing to a stressful climate in the workplace. Able to follow-through on deliverables and anticipate proper response timelines.

#### **IV. Additional Qualities**

- Behave Ethically: Understand and exemplify ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization, with sensitivity to working with diverse cultures and nationalities, political and personal views/beliefs/practices.
- Creativity/Innovation: Develop new and unique ways to improve operations of the organization and create new opportunities.



- Focus on Customer/Client Needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Lead: Positively influence others to achieve results that are in the best interest of the organization as an active team member who secures a positive working environment for staff, contractors, funders, interns, volunteers, and community members.
- Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interest of the organization.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities with the ability to accomplish multiple tasks as appropriately assigned or requested.
- Plan: Determine strategies to move the organization forward, set goals, create and implement action plans, and evaluate the process and results.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem. Able to establish credibility throughout the organization and with the Board as an effective developer of organizational solutions to challenges.

**V. Supervisory Controls**

The Deputy Director works under the general supervision of CCAoVA Executive Director. The Deputy Director employs independent thinking and professional judgment in performing the responsibilities of this position. Work is reviewed in terms of accomplishments of objectives and effectiveness of advice, counsel and assistance provided, based on the position description.

**VI. 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 essential functions. While performing the duties of this job, the employee is required to sit, stand, walk, talk, read, write and/or hear. Vision abilities required by this position include close and distance vision, including the ability to drive a car. The noise level in the work environment is usually moderate.

**VII. Working Conditions and Environment**

Work is performed at the CCAoVA corporate office. Must be able to travel with personal transportation within regional service delivery areas and attend local and out-of-state training and other related meetings/trainings as requested.