Program Description: Great Starts

Great Starts™ is a program of Parent Trust for Washington Children, a non-profit agency serving 15,000 family members each year. Parent Trust equips Washington State families to raise safe and healthy children. Our Great Starts program provides a broad array of classes for new parents. Our Great Starts™ classes are offered throughout the Puget Sound region and online. Our emphasis is on providing research-based information, using interactive and engaging teaching techniques. Our Great Starts participants increase their parenting confidence, increase knowledge of pregnancy and childbirth, increase knowledge of newborn care, increase positive bonds between parent and baby, build strong connections to other parents, and understand available resources in the community to help their families thrive.

Job Description: Great Starts Program Manager

The Program Manager is responsible for overseeing our Great Starts program, including complex scheduling, hiring and supervising instructors, curriculum oversight, budgeting, contract deliverables, networking, program development, and staff supervision. We are looking for someone who leads with compassion and clarity, and who can keep the mission of the organization firmly in their hearts as they work to create good relationships with instructors, staff and families.

The Program Manager functions as a member of the overall Parent Trust team. They receive direct supervision from the Associate Director and they supervise Great Starts instructors and administrative staff.

Registration Management: Provide oversight of classes and registration.

- Weekly review of class enrollment: inform registrar of needed changes to the schedule, including cancellation for low enrollment, instructor changes, or site changes. Work with Great Starts Assistant on class creation and fee schedule changes
- Monthly review registration numbers in reference to budget projections
- Create annual schedule, coordinating with instructor availability, program needs, and classroom availability

Instructor supervision: Supervise instructors and contractors, ensuring high quality instructors for programs.

- Hiring: evaluate instructor vacancies, post job openings, interview and hire instructors, provide new hire orientation, support new instructors throughout their training period
- Payroll: Review payroll submissions and invoices, informing the Accounting Manager and Associate Director of any concerns
- Class Observations / Feedback: Observe all new instructors within 6 months of hire date. Observe experienced instructors as feasible. Provide constructive feedback and support
- Evaluations: review all incoming class evaluations, track evaluation results, and provide feedback to instructors
- In-services and Continuing Education: Organize and run quarterly instructor in-services, or equivalent continuing education. Review agency updates, cover new teaching skills, discuss teaching challenges, and address current information about the field. Inform instructors of educational opportunities in the community
- Certification process: assist trainees with scheduling class observations and observed teaching and all other steps related to the Great Starts Certification process. Assist scheduling and grading of Great Starts certification exam.

Curriculum oversight: Review programs on a regular basis, to ensure quality content and delivery.

- Handouts, AV Materials, Class Supplies: Maintain inventory of supplies, budget for future AV needs, purchase materials as needed. Develop and oversee system for distributing materials.
- Curriculum development: Supports designated instructors on revisions of class lesson plans, updates to handouts, development of new classes, and book revisions

Budgeting: Oversee budget for classes to ensure the financial sustainability of the programs.

- For each fiscal year, work with Associate Director to develop a projection of class enrollment, number of classes, class fees, and expenses

Building: Work with Associate Director (AD) on all building issues making sure our spaces are clean, welcoming and safe. Report any issues at sites to the AD and be liaison with building contractors.

Reporting: Create monthly, semi-annual, and annual reports as required by contracts and agreements, including twice yearly reports on demographics and outcomes for state reports. Attend weekly staff meetings and provide brief summary reporting on important tasks or developments.

Public interface: Serve as a representative for Parent Trust to the broader community.

- Develop new affiliations, as opportunities arise, under close supervision of Associate Director.
- Marketing: work with other staff on marketing materials.
- Networking: Exhibiting, public speaking, attend conferences and networking opportunities, meet with other birth professionals.
- Maintain online presence: with web master, update program web pages, registration, and social media content.

Staff Relations and Office Support: Work as the lead for the Great Starts team, to ensure a smoothly functioning office environment, enabling us to provide efficient service to clients.

- Registration backup: Program Manager will provide registration and Family Help Line back up (phone/email) if the office staff is not available during registration hours (out sick, or on vacation).
- Updating forms and office procedures as needed. Troubleshoot problems with office systems

Required Qualifications:

- Bachelor's Degree, or equivalent work experience
- Experience with managing a team and program administration
- Good organizational skills, with a strong attention to detail. Able to independently prioritize daily, weekly and monthly work activities
- Understanding of adult education best practices
- Strong communication and interpersonal skills. Ability to guide instructors and staff with compassion and clarity as well as communicate clearly and tactfully with Great Starts partners
- Strong computer skills, including familiarity with all Microsoft office programs, email and online skills, and ability to use/learn online scheduling software systems and website content management
- Must have reliable transportation, a valid WA State driver's license (or able to obtain these within 30 days of hire)
- Must have ability to lift 40 pounds, load and unload materials for class supply runs
- Must pass background check
- Must pass Washington State Mandatory Reporter Training

Recommended Qualifications:

- Experience as a childbirth educator
- A strong candidate would have some or all of the following:
  - a passion for working with new families
  - knowledge about pregnancy, birth processes, and parenting plus an interest in learning more
  - a knowledge of health education or other teaching skills

Job Salary and Benefits:

    - Annual Salary: $60,000 non-negotiable, full-time (40 hours/week,)
    - Vacation leave (3 weeks accrued annually)
    - Personal leave (11 days annually)
    - Sick leave (12 days accrued annually)

- Employer-paid medical and dental benefits for employee
- Jobsite: Hybrid remote and in-person at Parent Trust offices: 2200 Rainier Ave. S, Seattle, WA 98144
- Schedule: Monday - Friday, 8:00am - 4:00pm. Some evenings and weekends as needed with flex time.
- To apply: Please email your cover letter, three professional references to Sally Brady sbrady@parenttrust.org
- Closing date: Applications due by November 4th

For more information, contact Sally Brady, current Great Starts Program Manager, sbrady@parenttrust.org