

**Job Class Profile: Child Care Services Consultant****Pay Level: CG-37 Point Band: 814-847**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	5	3	5	5	5	5	1	3	
Points	280	83	19	24	150	108	103	21	32	820

**JOB SUMMARY**

The Child Care Services Consultant provides regional leadership and expertise in the promotion of best practices in the field of Early Childhood Education. Functions as a consultant, educator, co-ordinator, advocate, researcher and resource developer for early childhood development. Provides expertise in child development, program assessment and development and educational activities as it pertains to programs and educational services provided through licensed child care centres, as well as inclusive child care and early childhood development and disorders.

**Key and Periodic Activities**

- Provides monitoring, consultation and clarification on program aspects of the Child Care Services Act and Regulations and policies for licensees, operators, families, community groups and professionals.
- Conducts in-depth program assessments of licensed child care facilities through on-site visits to ensure the facilities are in compliance with the Child Care Services Act and Regulations. In addition to program delivery, assessments concentrate on adult/child interactions, physical environment including lay-out, administrative policies and practices as well as health, safety and nutrition.
- Conducts annual inspections on licensed child care centres and family child care homes.
- Consults with individuals interested in licensing a child care centre and provides assistance to complete the licensing package. Acts in an advisory and supportive capacity to child care centre licensee/operator during the licensing process. Compiles and assesses the required program submission documentation related to licensing/re-licensing and makes recommendations to the Manager and Director of Child Care Services in the region related to license approval. Recommends issuance of violation orders upon refusal to comply with licensing requirements.
- Investigates and facilitates resolution of conflicts/complaints with regards to child care issues in collaboration with Child Care Services team.
- Works collaboratively with the Child Care Services team to ensure co-ordination of services throughout a region.
- Provides direction, guidance and support to licensees, operators and staff around issues and concerns to offer best practice research on quality child care through professional development sessions, monthly resource packages, specific information, visitation feedback or

### Key and Periodic Activities

- recommending resource books or web sites. Topics may include: inclusive child care, child centred approach, documentation, caregiver interactions, room arrangement, child development, activity room improvements and team building.
- Maintains accurate file documentation on licensed child care centres including visitation reports, licensing recommendations, annual inspection reports and statistics.
- Provides leadership, consultation, written reports and articles on early childhood education.
- Advocates for, and consults on, the development of early childhood policy by working with community groups and professional organizations.
- Reviews and processes a variety of financial grants (i.e. equipment and supplies) allocated through child care services.
- Implements the Enhancing Quality and Inclusive Practices Program (EQUIP) - a volunteer quality enhancement program.
- Applies for and implements new projects and initiatives through internal/external grant opportunities.
- Provides professional expertise in the field of child development and child care programming on a variety of provincial, regional and community interdisciplinary committees. Offers presentations as requested.
- Plans and implements activities for special early childhood promotional events.

## SKILL

### Knowledge

#### General and Specific Knowledge:

- Early Childhood Education programming.
- Child Care Services Act, Regulations and Service Standards Manuals.
- Child Development.
- Inclusive Child Care.
- Early brain development.
- Social determinants of health.
- Parenting supports.
- Adult learning principles/styles.

#### Formal Education and/or Certification(s):

- Minimum: Undergraduate Degree in Early Childhood Education or Psychology; or an undergraduate degree plus a provincially recognized Diploma in Early Childhood Education.
- Eligible for Level IV Certification from the Association of Early Childhood Educators of Newfoundland and Labrador (AECENL)
- 30 hours of professional development every three years is required to maintain certification.

#### Years of Experience:

- Minimum: 3 – 4 years.

#### Competencies:

- Report writing.
- Computer skills.
- Presentation skills.

### Interpersonal Skills

- A range of interpersonal skills are utilized including listening to information and any concerns from child care centre operators, licensees and staff; asking questions to gather information on child care centre operations and programming; providing routine information and direction to ensure compliance with Child Care Services Act and Regulations; coaching/mentoring regarding best practices; gaining the co-operation of and providing expert advice to child care centre operators through on-site consultation, assessment feedback, telephone calls, meetings and professional development opportunities.
- Communications occur with employees within the immediate work area and throughout the department (i.e. regional child care services team), supervisor/manager/director, Provincial Child Care Services Consultant and child care centre operators, licensees and staff.

## EFFORT

### Physical Effort

- Work demands typically do not result in fatigue, requiring periods of rest.
- Lifting and moving resource materials (i.e. manuals, play materials, workshop containers, reference books) weighing up to 10 lbs. to child care centres and professional development locations occurs occasionally.
- Sitting at a computer is required to write reports, complete assessments, respond to email inquiries and enter CRMS documentation. Driving, standing and walking are required to perform site visits to child care centres. During site visits, there is a requirement to bend, kneel and sit on the floor to be at the children's physical level.
- Fine finger or precision work is required to operate a computer for documentation purposes.

### Concentration

- **Visual** concentration is required to complete computer work including writing reports and assessments and editing reference manuals; to observe child care programs and interactions at child care centres to ensure compliance and provide on-site consultation and feedback.
- **Auditory** concentration is required to conduct telephone and on-site consultations; attend meetings and to conduct presentations.
- Other sensory demands such as **taste** may be required as meals provided in child care centres must be in compliance with Canada's Food Guide.
- **Time pressures and deadlines** exist as positions must adhere to a variety of schedules including monthly site visits, license expiry date, report deadlines and annual inspections.
- **Lack of control over work pace** occurs when dealing with complaints; issuing violations and completing the Environmental Rating Scale during site visits.
- **Higher than normal levels of attentiveness and alertness** for the health and safety of others is evident when completing inspections of child care centres to ensure compliance with the Child Care Services Act and Regulations.
- **Eye/Hand Co-ordination** is required to perform computer work.

- **Exact results and precision** is required to assess/approve program submissions and equipment grant applications.

### **Complexity**

- Work involves a series of tasks and activities which are different but allow for similar skills and knowledge to be utilized.
- Typical challenge or issue would be dealing with program issues within the child care setting including transitions, guidance behaviours, lack of materials and equipment, nutrition issues and child-staff interactions. Must ensure that child care centres are offering a high quality service and programming as outlined in the Child Care Services Act, Regulations and related policies and the centres are following regulations and standards. Programs are monitored monthly and recommendations are made during each monthly visit and written recommendations are provided to address any concerns.
- References available to address typical challenges or issues include the Child Care Services Act, Regulations and Policies; Child Care Services Standards for Early Childhood Programming in Centre Based Care; Standards and Guidelines for Health in Child Care Settings; Outdoor Play Area Standards Manual for Child Care Settings; Standards for School Age Child Care Programs; provincial and regional consultants, colleagues, professional associations and supervisor/manager.

## **RESPONSIBILITY**

### **Accountability and Decision-Making**

- Work tasks and activities are moderately prescribed or controlled as the majority of work is directed by the Child Care Services Act, Regulations and Policies and related child care services manuals.
- Decisions which can be made without supervisory approval include: dates, times and duration of site visits; informal meetings with child care centre operators and staff; delivering a variety of resources; equipment grant approvals; developing and delivering presentations and professional development opportunities; program submission assessment and approval and making licensing recommendations.
- Decisions requiring supervisory approval include: travel approval; purchasing of materials and supplies; conducting professional development sessions outside of regular working hours; to attend conferences or professional development events; all policy changes and issuing written warnings and violation orders.
- Discretion is exercised when providing program approvals and equipment grants; conducting telephone and on-site consultations; scheduling site visits and determining workshop topics and agendas.
- Discretion and judgement are utilized when reviewing program standards, when concerns are raised, to assist in developing possible solutions. Also when assisting child care centres to make material and equipment purchases.
- A high degree of independent discretion and judgement is exercised to complete assessments and inspections of licensed and approved child care services; initial assessments of child care facilities and to make licensing recommendations.

### **Impact**

- Results of job tasks and activities are felt within the immediate work area and department in terms of the child care services team and outside the organization in terms of licensing, program monitoring, quality child care and the direction provided to the centres.
- Results of job tasks and activities directly impact licensing processes and child care programming; information regarding best practices; child care facilities in terms of operations; material resources and finances related to equipment, supplies and resources and the health and safety of children in child care centres.
- Consequences of mistakes or errors are felt within the immediate work area, department and on child care centres and impact on the health and safety procedures of child care centres and ultimately on the children who attend these centres. Results of consequences also impact facilities, finances, information and on corporate image.
- Mistakes or errors could include: failure to enforce a section of the Child Care Services Act or regulations may result in an injury to a child; inadequate follow-up of site inspections; breaches in confidentiality; approvals in licensing or failing to notice/report a serious issue at a child care centre which would result in a violation.
- Typical time frame required to identify and resolve consequences of mistakes or errors varies depending upon the nature of the mistake/error. Incorrect information/direction provided to a child care centre regarding health and safety or staff/child ratio would have to be resolved immediately, whereas programming issues (i.e. materials) may be afforded longer periods of time to ensure compliance.

#### **Development and Leadership of Others**

- Not responsible for the supervision of staff.
- Offers direction, support and mentoring to child care centre staff; provides direction and expert advice to operators and licensees regarding recruitment of qualified staff, equipment purchases, policy development, programming and in the licensing process; offers professional development sessions on a variety of topics related to best practices and program delivery and participates in the orientation of new employees.

## **WORKING CONDITIONS**

#### **Environmental Working Conditions**

- Does not require any special precautions or safety equipment.
- Likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures or injury resulting in partial or total disability, typically does not apply.
- Travel is required to conduct site visits to child care centres throughout a region which may result in exposure to adverse weather conditions.