



BANANAS

JOB ANNOUNCEMENT Provider Services Manager

Position Overview

BANANAS Inc. is searching for an experienced program manager to lead our Provider Services team. The successful candidate will have experience managing social service programs, preferably within the early care and education field, with a demonstrated history of contract administration, program management, program evaluation, and strong staff supervision skills. This position requires the ability to read and interpret contracts, develop policies and procedures, implement direct services, collect data, and participate in obtaining grants and contracts.

About BANANAS Inc.

BANANAS is a nonprofit child care resource and referral agency. We consider ourselves experts in the field of early care and education, and our wide variety of services support child care providers and families in raising early learners. We offer workshops, playgroups, coaching, and support groups for parents and caregivers, and help connect families with all types of child care options from babysitter and nannies to preschools and family child care centers. We support our most vulnerable families with \$13m in child care subsidies annually. BANANAS is a great place to work with colleagues who care about their clients and each other.

Key Responsibilities

The Provider Services Manager is responsible for overall management and supervision to the provider services programs, including hiring and supervision of staff, developing and implementing policies and procedures, managing multiple contracts, program budgeting, service evaluation, and program development in response to community needs. The Program Manager is part of the management team, providing program oversight and driving the overall vision for the team and program development.

Major Duties

- Ensure the delivery of BANANAS programs and initiatives supporting child care providers, licensed and license-exempt, in alignment with our mission and theory of change.
- Be a leader in the early care and education field and a voice for the agency and our community.
- Recruit, hire, manage, support, and provide ongoing development to the provider services team.
- Independently develops program goals and interprets program effectiveness in relation to our mission and theory of change.
- Oversee the tracking and reporting of program outcomes.
- Cultivate and maintain positive relationships with key stakeholders and constituents, including local and state government and agency leadership, funders, program partners, and the provider community.

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www.bananasbunch.org

- Meet weekly with direct reports for ongoing supervision.
- Participate, and lead, program planning activities and deliverables.
- Manages all contracts and grants and ensures compliance with all requirements.
- Maintains program records—writes clear and informative reports both internally and externally to funders.
- Assesses program quality and implements effective strategies to improve and ensure the quality of services.
- Oversees, develops, and manages program budgets.
- Responds to inquiries or complaints from staff, clients, agency partners, and members of our community and resolved issues in a timely manner.
- Communicates effectively with coworkers, clients, and associates efficiently and effectively in both written and oral communication.
- Participates in meetings and trainings as necessary.

Required Qualifications

- Minimum 3 years of experience in program management
- BA in Social Services, Early Childhood Education, or related field
- Budgeting and contract monitoring
- Database entry
- Excellent oral and written communication skills
- Computer experience: Microsoft Word, Excel, Outlook, Survey Monkey, Google Sheets and Docs
- Valid driver's license, reliable transportation, and insurance; travel will be required for this position

Preferred Qualifications

- Bilingual preferred
- Knowledge and experience in Resource & Referral community or early childhood development field
- Coaching, training, or facilitation experience
- Knowledge of the Quality Counts program and matrix tools

How to Apply

To apply for the position, please email all required information to jobs@bananasbunch.org

No phone calls please.

BANANAS is committed to maintaining a staff that reflects the diverse communities we serve. We are an equal opportunity employer and do not discriminate in hiring, promotions, or any other personnel action on the basis of sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, economic status, age, veteran status, marital status, parental status, medical condition, and/or mental or physical disability, or any other consideration made unlawful by local, state, and federal laws.