

# Job Description

## Program Supervisor

**Reports to:** Director (Part-Time) Split

### Job Summary

The Program Supervisor plays a crucial role in supporting the Director in the day-to-day operations of the childcare center. This position is focused on programming oversight, program management modeling for employees, pedagogy, staff mentoring. The Program Supervisor will assist in improving program environments, supporting staff, implementing parent engagement, and maintaining a high standard of care and education for children in alignment with *How Does Learning Happen?* and other relevant frameworks.

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## Qualifications

- Early Childhood Education diploma or equivalent.
  - Registered member in good standing with the Ontario College of Early Childhood Educators.
  - Minimum of 2 years of experience in a licensed childcare setting.
  - Experience in a lead educator or mentoring role is an asset.
  - Current First Aid/CPR (Level C) certification.
  - Current/clear Vulnerable Sector Check.
  - Knowledge of regulatory compliance requirements associated with the Ministry of Education.
  - Knowledge of “How Does Learning Happen?” and other pedagogical frameworks.
  - Knowledge of the Toronto Assessment for Quality Improvement (A.Q.I) guidelines.
  - Proficiency with Google Drive, Docs, Sheets, and Slides is preferred.
  - Knowledge of child behavior management and guidance strategies and skills.
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## Core Competencies

- Strong interpersonal skills with the ability to mentor and guide staff.
- Ability to develop strong relationships with children and families.
- Demonstrated knowledge of child development.

- Ability to work collaboratively within a team.
  - Ability to positively motivate educators to build confidence and achieve desirable program outcomes.
  - Ability to provide constructive feedback and guidance to educators.
  - Effective communication skills, both verbal and written.
  - Speak, listen, and write thoroughly, using appropriate and effective communication tools and techniques.
  - Set priorities, develop a work schedule, monitor progress toward goals, and track details, data, information, and activities.
  - Respond quickly and appropriately to stressful emergencies and crises.
  - Implement positive behaviour management techniques and successfully manage behavioural situations and hostile behaviours in children.
  - Strong organizational skills with the ability to manage multiple tasks.
  - Demonstrates a commitment to continuous professional development.
  - Work independently and, at times, with minimal direction.
  - Maintain confidentiality and professionalism when using any form of public communication or social media.
  - Work flexible hours as needed.
  - Demonstrate thorough knowledge and understanding of the following documents:
    - The Child Care and Early Years Act (CCEYA), 2014 and O. Reg 137/15
    - “How Does Learning Happen? 2014”
    - Early Learning for Every Child Today (E.L.E.C.T)
    - City of Toronto’s Assessment for Quality Improvement (A.Q.I)
    - Toronto Public Health Infection Prevention and Control Measures/guidelines
    - Employment standards legislation
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## Specific Duties & Responsibilities

### PROGRAM SUPPORT

- Support rooms in improving and setting up program environments to be a “Third Teacher” as defined in *How Does Learning Happen?*
- Monitor programs to ensure the completion of monthly Assessment for Quality Improvement (A.Q.I) checklists.
- Work with program staff to identify goals for improvement in the Assessment for Quality Improvement (A.Q.I) and assist in implementing strategies to achieve these goals.
- Support the creation of visually stunning and meaningful documentation of children’s learning.
- Provide in-room modeling to staff by facilitating one “enhanced” program activity monthly with individual programs.
- Assist the Director to plan and execute enhanced programming, events, and trips for PA Days, Breaks, and Summer Camp.

- Attend and supervise scheduled off-site field trips.
- Support in planning and updating program calendars for breaks and Summer Camp.
- Ensure programs are implementing the planned program calendars.
- Implement activities in the *How Does Learning Happen?* pedagogical inquiry binder quarterly with each program.
- Monitor program compliance with GACCC's program planning policy and procedures.
- Monitor programs to ensure that planned activities and learning opportunities are being implemented.
- Ensure all children have completed applicable developmental screenings and assessments (Looksee and ASQ).
- Complete the weekly management program checklist for each program.
- Lead the Health and Safety committee, assist with labour management committee.

## OPERATIONS AND COMPLIANCE MONITORING

- Monitor all employees for consistent compliance with GACCC's Program Statement Implementation, all GACCC Policies and Procedures, and requirements defined by applicable regulatory bodies.
- Maintain working knowledge of and support implementation of GACCC's Emergency Preparedness Policies and Procedures, including Emergency Management and Emergency Evacuation procedures.
- Conduct and monitor routine monthly Fire Evacuation Drills and regular Emergency Preparedness Drills.
- Ensure employees consistently follow health and safety policies, including cleaning and disinfecting procedures.
- Ensure employees follow Toronto Public Health handwashing and hand sanitizing routines and guidance.
- Ensure employees follow legislative and regulatory requirements for licensed child care under the Child Care and Early Years Act, 2014 (CCEYA).
- Support workplace compliance with applicable legislation and standards (Ontario Human Rights Code, Employment Standards Act, Occupational Health and Safety Act, Canada's Food Guide, and Code of Ethics/Standards of Practice as applicable).
- Ensure employees are informed of new legislative/regulatory requirements and support the implementation of required training, in consultation with the **Director**.
- Ensure employees review and sign key policies annually and as needed (e.g., code of conduct, confidentiality, professional standing, workplace harassment, CCEYA-related

policies).

- Complete regular checks of kitchen documentation and practices to support compliance with Food Safety requirements and Toronto Public Health guidelines.
- Update compliance-related postings and communication tools as needed (e.g., allergy lists, medical plans, anaphylaxis plans) to ensure they are current and visible to relevant staff.
- Engage employees in regular Health and Safety training and review.
- Monitor and support the Centre's Health and Safety Representative and ensure monthly Health and Safety checks are completed.
- Ensure the centre's licensing board and required compliance postings are current and up-to-date.
- Monitor that staff documentation required for regulatory compliance remains current and complete (e.g., training/credentials/required documentation), and notify the **Director** of gaps requiring follow-up.
- Complete monthly playground inspections and notify the **Director** of action items and follow-up needs.
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## STAFF MONITORING

- Responsible for monthly staff monitoring observations for all B&A and Preshcool program staff members.
- Inform the Director of any staff performance concerns, or any contraventions of GACCC policies and procedures and document them on the HR log.
- Provide in-program modeling to staff daily according to the provided schedule.
- Provide monitoring of all programs daily.
- Provide direction to staff as needed to ensure regulatory compliance, and compliance with GACCC's policies and procedures.
- Ensure all programs are completing team meeting documentation (B&A program weekly, Preschool program monthly).

## STAFF MENTORING & SUPPORT

- Participate and observe team meetings with individual programs.
- Mentor educators, providing them with resources and tools to support their professional growth and program improvements.

- Conduct daily afternoon check-in meetings with Before and After School and Preschool program staff.
- Support the programs with monitoring the morning and afternoon school bell transitions.
- Confirm child absences with the school office or parents as needed, daily.
- Support staff, families, and programs with sourcing relevant resources.

## **HIRING & RECRUITMENT**

- Participate in candidate interviews and provide feedback to the Director.
- Support new employees in the orientation process as directed by the Director.

## **CHILD, PARENT & COMMUNITY ENGAGEMENT**

- Act as an additional parent contact as needed to support families with daily needs and concerns.
- Share community resources with parents/families quarterly according to A.Q.I guidelines.
- Assist with creating content for the center's newsletter and updating displays.
- Assist the Director with organizing and facilitating parent engagement activities and events.
- Assist with giving parent tours for new families.
- Participate in family meetings as directed by the Director.
- Attend some board meetings when topics of focus are relevant to the Program Supervisor role.
- Attend the Annual General Meeting of members.
- Attend Supervisor Network meetings when the Director is unable to attend.
- Ensure child ISP's/Safety Plans are being implemented by all program staff.
- Participate in ISP/Safety Plan meetings with families, children, staff, and community members as needed.
- Direct and support staff with documenting child behaviours and developmental needs using the available observation forms.

## **Supplies & Operational Support**

- Manage:
  - Printing and copying for classrooms
  - Supply room organization
  - Distribution of materials

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## **Communication Systems**

- Monitor Lillio for:

- Absences
  - Parent communication (operational only)
- Maintain program communication records
- Support distribution of centre-wide communication

## Operational Compliance Checklists

- Conduct and track:
  - Emergency backpack checks
  - First aid kit checks
  - Medication storage tracking
- Ensure all compliance items are:
  - Completed
  - Documented
  - Up to standard

## ADMINISTRATIVE DUTIES

- Spot check all programs' emergency backpacks and First Aid Kits monthly.
- Complete monthly program compliance checklists for all B&A programs (*the Director will complete the Preschool compliance checklist*).
- Support the Director in planning and facilitating onsite and after-hours staff meetings quarterly.
- Attend management meetings.
- Support individual rooms with their monthly supply requests for submission to the Director.
- Designate the supply cupboard cleaning and maintenance.
- Support the Print and copy documents needed for rooms.
- Administer medication to children.
- Complete the monthly Program Supervisor verification checklist and submit to the Director for review.
- Complete monthly progress report, with monthly check in review with Director as need.
- Check Lillio messages for absence reporting daily.

## PROFESSIONAL DEVELOPMENT

- Complete 10 hours of professional development annually related to professional goals.
- Participate in training and professional development opportunities relevant to the role as approved by the Director.
- Support staff and programs with sourcing relevant PD and training opportunities.

## REGULATORY COMPLIANCE

- Act as a site designate in the event the Director is not on-site.

- Daily monitoring of program outdoor use of the outdoor space, including license conditions and daily visual inspections.
  - Check all rooms' Daily Visual Playground inspection weekly for completion and compliance.
  - Monitor programs for compliance with Ministry of Education license conditions.
  - Monitor and support programs with daily transitions before and after school.
  - Complete weekly spot checks on programs for compliance with Toronto Public Health requirements including diapering, toileting, and handwashing routines.
  - Check the storage of emergency medication daily.
  - Check that staff are wearing child emergency meds daily.
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## **Work Location and Working Conditions**

- The Program Supervisor is required to work on-site within the Centre's operating hours, with occasional off-site and after-hours meetings or events.
  - At least 3.5 hours daily of on-the-floor in-program support.
  - Flexible schedule which may include split shifts.
  - Physical activities include standing, sitting, bending, crouching, and some lifting (up to 25 kg).
  - The role may involve indoor and outdoor activities in various weather conditions.
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