

Non Union

Job Title	: Community Pedagogical and Quality Program Manager		
Job Opening Id	: 42693	# Required	: 1
Business Unit	: Community Services	Division	: Children's Services
Location:	: Headquarters Campbell East	Standard Hours	: 35.00 / week
Full/Part Time	: Full-Time	Regular/Temporary:	: Regular
Salary Grade	: 6	Salary Range	: \$100,640.00 - \$118,400.00
Post Date	: 2025-06-09	Close Date	: 2025-06-22

IMPORTANT NOTICES AND AMENDMENTS

This position currently falls within our hybrid model, allowing the employee to typically work a minimum of 50% of your time at your regular work location and the other 50% of time at home.

As an employer of choice, Niagara Region offers competitive salaries and benefits, a defined benefit pension plan, a corporate wellness centre, access to the Employee and Family Assistance Program (EFAP), mentorship and training programs, employee recognition programs, and more. In addition, the Region recognizes the value of having flexible work arrangements to support better work-life balance for our employees. Hybrid work arrangements may vary from one employee to another and may also differ in the number of remote workdays. These opportunities remain subject to the alignment of operational needs, business requirements, and customer service expectations.

ABOUT US

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, [Diversity, Equity and Inclusion - Niagara Region, Ontario](#) or email related questions to <mailto:diversity@niagararegion.ca>. To send input on reducing barriers in the current hiring process, please email <mailto:myhr@niagararegion.ca>

For the Region's full employee equity statement, [Working at Niagara Region - Niagara Region, Ontario](#).

Don't have every qualification?

You may be hesitant to apply if you do not have every qualification listed in the posting. While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds and varying levels of experience and education to apply. Our recruiters will evaluate your suitability for the role.

Please note that for unionized roles, we must follow collective agreement requirements. However, we encourage all interested candidates to submit their applications. We believe success in a role can extend beyond meeting every single requirement.

JOB DESCRIPTION

Job Summary

Salary Pending Review

Reporting to the Manager, Children's Services Community Strategy & Partnership, the Community Pedagogical and Quality Program Manager is responsible for leading a team that builds capacity across the Early Years and Child Care sector by providing ongoing support, guidance, and engagement to early years and child care providers within the community. The primary objective of this role is to ensure the delivery of high-quality, inclusive early years and child care programming that aligns with the needs of families, children, and the community.

Education

- Post-secondary degree or diploma in a Human Services related field, such as Early Childhood Studies, Child Development, Social Science, or a related field
- Member in good standing of the Registered Early Childhood Educators (RECE)
- Resource Consultant certificate or equivalent considered an asset or what is the equivalent

Knowledge/ Skills

- At least 5 years related experience in an early childhood education or social service environment.
- At least 3 years experience in a supervisory or leadership role
- Experience working as a Resource Consultant or in a similar role supporting children with unique and special needs considered an asset
- Extensive knowledge of early childhood education principles, special needs resourcing, and quality programming standards.
- In-depth understanding of the early years and child care sector, with a focus on the role of Service System Manager.
- Demonstrated understanding of legislative documents and frameworks such as the Child Care and Early Years Act and How does Learning Happen?
- Extensive knowledge of community programs, local resources, and service networks.
- Strong grasp of centre-based and licensed home child care, EarlyON Child Care and Family Centres, and other early learning services.
- Experience in leading through others with ability to empower and guide team members to achieve goals

- Strong ability to leverage data and evidence to provide strategic recommendations, make informed decisions, and enhance program performance.
- Strong written and oral communication skills, with the ability to convey complex ideas clearly and effectively.
- Experience using Project Management principles and methodologies an asset
- Skilled at liaising with community agencies, staff, senior leadership, departments, and the public to achieve project goals and enhance community engagement.
- Strong organizational skills with the ability to manage multiple priorities and deadlines.
- Advanced proficiency in all Microsoft Office applications (Word, Excel, PowerPoint, Teams, 365). Proficiency in Provincial data bases such as OCMS/OMS an asset

Responsibilities

Supervise community pedagogy and quality activities and processes, ensuring programs and services are delivered throughout the Inclusion Resource Support Model (25% of time)

- Lead, supervise, and provide guidance to a team of Community Pedagogical Advisors who work directly with early years and child care providers.
- Foster a collaborative and supportive team culture, providing regular feedback and professional development opportunities.
- Support staff in establishing and maintaining effective relationships with early years and childcare providers, helping to build their capacity to deliver quality programs.
- Support staff in resolving complex cases, supporting the coordination of services for children and families
- Support staff in problem solving alongside EarlyON or child care providers that require additional support to meet inclusion and quality goals and standards

Builds strategic networks and partnerships with child care centres, EarlyON centres, community agencies, schools, committees and the general public to ensure delivery of quality programs within the Early Years and Child Care sector (25% of time)

- Meet regularly with early years and child care sector partners to support the planning and implementation of identified goals as developed by the Community Pedagogical Advisor
- Attend community meetings representing Niagara Region Children's Services to discuss complex cases and advocate for community support.
- Collaborate with the Manager of Community Strategy and Partnerships regarding unique or complex situations
- Collaborate with primary capacity builder to develop PL plan that is responsive to gaps and needs of EYCC sector

Maintains Community Pedagogy and Quality management policies, practices, procedures, and operating guidelines, ensuring compliance and addressing areas of issue. (25% of time)

- Monitor performance measurement practices, frameworks, policies, dashboards and tools created and maintained by Community Pedagogical Advisors
- Interpret and leverage data collected by Community Pedagogical Advisors to make evidence-informed decisions
- Work with the Community Pedagogical Advisors to ensure priorities related to Niagara Region's quality initiatives for the early years and child care sector are implemented and evaluated
- Monitor the use of business process improvement methodologies to ensure best practice, performance-based, client-centered service delivery models are designed and implemented to enhance and improve services on a continuous basis
- Ensure that program activities, contracts and funding are in compliance with Regional guidelines, policies, and regulatory standards.
- Collect and analyze data to evaluate program effectiveness, identify areas for improvement, and report on progress to senior management and stakeholders.
- Evaluates level of service statistical reports, assessing trends and determining appropriate strategies to achieve results and inform future planning.
- Conducts file audits, ensuring compliance with programming expectations, and an appropriate quality of service and documentation.

- Leads the implementation of any changes to the Inclusive Resource Support Model based on Regional policy and program direction
- Collaborates with Leadership Team on program specific financial decisions

Supervises staff, coordinating and planning work, providing work direction, assigning tasks and projects, determining methods and procedures to be used, monitoring quality of work, resolving problems and ensuring assigned results are achieved. (20% of time)

- Enables results with the organization's human capital strategy to foster employee engagement.
- In conjunction with the Manager provides training and development, coaching and discipline when necessary, and manages staff recruitment.
- Ensures focus is service excellence, communication/transparency, innovation, and data integrity and work flow integration.
- Ensures staff has the information and resources to make successful plans and decisions.
- Ensures all people related issues, including recruitment, performance management, are aligned to HR and Corporate standards and practices.
- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within their division and department
- Ensures Occupational Health & Safety policies, programs and practices are implemented, and maintained. This includes workplace inspections, monitoring, accident reporting and investigations, and ensuring any observed hazards or lapses in the functioning of OH&S processes, and other OH&S concerns are responded to promptly.
- Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures;

Manages and administers annual and multi-year Capital and Operating budgets for which they are delegated authority ensuring support of Council's objectives, financial transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies. Administer and approve the acquisition of goods and services for their direct reports in accordance with the procurement policy. (5% of time)

Special Requirements

- Must maintain ability to travel in a timely manner to other offices, work locations or sites as authorized by the Corporation for business reasons.
- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate for the vulnerable sector.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.
- Must meet and maintain requirements in the Child Care and Early Years Act, 2014; health assessment and proof of current records of immunizations as recommended by the Medical Officer

HOW TO APPLY

To view the full job description and requirements, visit our Careers page - **Job Opening # 42693**

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges...today!

Let us know why you would be an excellent team member by submitting your online application **no later than June 22, 2025, before midnight** by visiting our 'Careers' page at www.niagararegion.ca. We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.