

**The Corporation of the City of Thunder Bay  
Human Resources & Corporate Services Division POSITION DESCRIPTION**

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**POSITION TITLE:** PROGRAM SUPERVISOR – CHILD CARE CENTRE

**DEPARTMENT:** COMMUNITY SERVICES

**DIVISION:** CHILD CARE CENTRES

**SECTION:**

**GENERAL SUPERVISOR:** GENERAL MANAGER COMMUNITY SERVICES

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**AFFILIATION:** MANAGERIAL **GROUP:** 10

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**POSITION SUMMARY:** Under the general supervision of the General Manager Community Services, is responsible for delivering services in a cost-effective manner in accordance with Corporate and Divisional policies and procedures and provincial legislation.

**MAJOR RESPONSIBILITIES:**

1. Supervises the delivery of services in the Child Care Centre and ensures that quality programming is maintained.
2. Assesses Centre staffing requirements; makes recommendations for amendments to complement and organizational structure, participates in recruitment processes, and make effective hiring decisions.
3. Supervises Centre staff in the areas of staff development, performance management/review, coaching/mentoring, health and safety, collective agreement administration, and discipline and termination decisions.
4. Ensures that the Centre complies with the legislation, guidelines, goals and objectives of the Province and Municipality.
5. Researches, develops, and compiles statistical and written reports, and makes recommendations to the General Manager concerning operating procedures and standard practices.
6. Cooperates with community professionals, agencies, Provincial, and Corporate staff to develop and maintain the delivery of children's services.
7. Investigates and resolves concerns and/or complaints as necessary, ensuring that a positive image of the Division and Corporation is reflected at all times.
8. Participates in the development of the annual budget and operating plan, and is responsible for the implementation of expenditure controls.
9. Explains admission procedures to selected applicants.
10. Performs such other related duties as may be assigned.

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**QUALIFICATIONS:**

**Education/Experience:**

- Diploma in early childhood education together with an Ontario certification as an early childhood educator or equivalent academic qualifications as deemed appropriate by the Ministry
- Minimum four years' experience in the children's services field, including two years working with children in a day nursery
- Knowledge of municipal, provincial, and federal child care policies and acts is required
- Experience in budgets and finance
- Demonstrated knowledge of the various components of human resource management

**Skills/Abilities:**

- Ability to communicate effectively and concisely, both orally and in writing
- Ability to establish and maintain effective working relations with superiors, subordinates, co-workers, and customers
- Ability to identify, understand, and meet/exceed the requirements of internal and external customers
- Ability to exercise independent judgment when dealing with confidential or sensitive issues
- Strong project/time management, analytical/critical thinking, problem-solving, and decision-making skills
- Strong leadership skills including the ability to direct, motivate, evaluate, and recognize staff; proven ability to share skills and knowledge with others
- Proven conflict management abilities and mediation skills
- Proficiency with office computer equipment and software
- Competent within the meaning of the *Occupational Health and Safety Act*

**Assets:**

- Experience with SAP

**CONDITIONS OF EMPLOYMENT:**

- Must undergo a successful Police Vulnerable Sector Check (PVSC)
- Must have and maintain an up-to-date record of immunization
- Must have and maintain Safe Food Handling Certification (Level 1)
- Prior to commencing employment, must provide documentary evidence of having undergone a one-step tuberculosis skin test
- Must have and maintain membership with the College of Early Childhood Educators

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<b>PREPARED BY:</b>	K. ROBERTSON	<b>APPROVED BY:</b>	L. MACPHAIL
<b>EFFECTIVE DATE:</b>	NOVEMBER 16, 2009	<b>SUPERSEDES DATE:</b>	JUNE 21, 1995
<b>HOUSEKEEPING:</b>	JULY 1, 2014 (REORG)		MARCH 4, 1991 (Program Supervisor – Children’s Services)
	NOVEMBER 16, 2015 (REORG)		(Supervisor – Day Care)
	FEBRUARY 8, 2018 (REORG)		(Program Supervisor – Day Care Centre)
	SEPTEMBER 4, 2018 (PRC)		
	JULY 1, 2019 (SFH)		
	JUNE 12, 2020 (REORG)		
	JULY 21, 2023		

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FOR HUMAN RESOURCES USE ONLY			
E	Safety Sensitive		Hearing Conservation
	Technical/Professional		Administrative
E	Managerial		Trades
	Operations		