

**Child Care Solutions, Inc.**  
**Position Description**

<b>Title: Staffed Family Child Care Network Coach</b> <b>Team: Provider Services      Status: Non-Exempt Updated: July 2025</b>
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**Reporting relationships:**

Reports to: Director of Program Operations and Data Management

**Summary Description:**

The Staffed Family Child Care Network (SFCCN) Coach works with a caseload of family child care providers to offer coaching and access to specialized services and supports designed to achieve the outcomes of provider financial, physical and mental health well-being. The SFCCN Coach supports providers in implementing enrollment strategies, full fee collection, funding diversification, budgeting, and other key business practices, implementing standard employment practices, and utilizing automation (Child Care Management Software) to support efficient operations. The Coach assists providers to access specialized SFCCN services, including access to health care and retirement planning, and provides all services in a collaborative, reflective and efficient manner. Additionally, the coach encourages open communication, fosters self-awareness through reflection, and ensures that goals are achieved effectively.

**Essential Functions:**

1. Deliver individualized and small group coaching to provider members to support the goal of financial well-being that is focused on financial sustainability, Child Care Management Software (CCMS) usage, and business operations.
2. Support and establish goals for provider CCMS onboarding and ongoing engagement with CCMS, ensuring provider use of key system functions. Offer tools and resources related to provider goals and assign steps to providers between coaching sessions to ensure progress towards goals are steadily made.
3. Analyze CCMS data to assess enrollment trends, revenue patterns, outstanding payments, subsidy tracking, and compliance. Ensure providers effectively invoice families, collect tuition payments, and bill subsidies through CCMS. Develop individualized coaching plans tailored to each provider's needs, addressing financial, HR and other operational challenges.
4. Assist with the development of marketing strategies to maintain full enrollment and use of a CCMS to automate enrollment and track enrollment trends. Monitor enrollment via CCMS and collaborate with CCRC staff and business partners to fill provider member vacancies.
5. Monitor meals and snacks served and other CACFP-related data in CCMS and collaborate with provider and CCRC staff to ensure that all data is inputted into sponsor software within required time frames.
6. Support providers in implementing HR best practices, including job descriptions, onboarding, timekeeping, payroll, and retention strategies.
7. Guide providers in establishing strong financial systems, ensuring timely and accurate reporting on revenue, expenses, tuition collection, subsidy reconciliation, payroll management and budgeting.
8. Deliver individualized coaching to provider members to support the goal of provider physical and mental well-being.

9. Support providers in understanding and accessing telemedicine options and health insurance options available to SFCCN members.
10. Schedule, plan, facilitate and garner participation in monthly membership meetings.
11. Track provider participation in membership meetings and ensure providers are maximizing use of SFCCN to be with peers, build community, and network.
12. Promote member use of specialized services offered to SFCCN members via CCRC and ECLC, such as retirement planning and discounted purchasing.
13. Collect baseline data and track ongoing data collected on provider business practices, financial performance, and CCMS utilization.
14. Maintain accurate and up-to-date records in both CCMS dashboards and other data systems, ensuring that all coaching interactions, action plans, and provider progress milestones are documented.
15. Assist providers to meet federal, state, and local regulations by maintaining accurate and up-to-date child, family, and staff records within the CCMS.
16. Review and provide guidance on parent handbooks, fee policies, and enrollment contracts, ensuring that providers clearly communicate tuition expectations, payment schedules, and late payment policies. Support providers in implementing automated invoicing and tuition collection within CCMS to improve cash flow and minimize bad debt.
17. Assist providers in using tools within the CCMS to ease subsidy billing and reconciliation processes.
18. Support providers in accurately and efficiently tracking and reporting meal service data within CCMS to maximize CACFP revenue.
19. Help providers access CCMS features, functions, and reports to prepare for licensing inspections, financial audits, and program evaluations.
20. Adapt coaching strategies to meet the diverse learning styles, experiences, and needs of child care providers by utilizing adult learning principles. Offer one-on-one coaching, small group workshops, and peer learning opportunities to ensure that providers effectively understand and apply business automation tools, financial management strategies, and compliance requirements and fully benefit from SFCCN health and mental health well-being offerings.
21. Develop and maintain strong, trusting relationships with child care providers and other early childhood and business support organizations. Facilitate ongoing collaboration by connecting providers with relevant resources, training opportunities, and peer support networks to enhance their business management skills and CCMS utilization.
22. Incorporates the perspectives of multiple communities, including communities of color, in consideration of the impacts and outcomes of the work.
23. Knowledgeable of community resources to which providers can be referred for additional services and support.
24. Maintains participation, service and evaluation records per agency and funder standards.
25. Track and report on training program outcomes, participant feedback, and any trends or issues observed in the field.
26. Participates in outreach efforts in the community representing Child Care Solutions and its services to identify potential child care providers.

27. Performs these responsibilities with the understanding that responsibilities and tasks may be modified or expanded over time by Child Care Solutions, Inc. and OCFS.

**Qualifications:**

***Education:*** Bachelor's degree in business, Early Childhood Education, Program Administration or related field.

***Experience:*** Minimum 3 years of experience in early childhood administration, fiscal management, and business automation

***Competencies:*** Solid background in business theory and practice, effective oral and written communication, presentation skills, strong working knowledge of Child Care Management Software (CCMS) and business automation solutions, proficiency in data analysis to inform decision-making, knowledge of child care operation, understanding of child care regulations, standards, and best practices, and ability to work with people from a wide range of economic, ethnic and cultural backgrounds

***Level of responsibility:*** Works with some supervision, exercises, a high degree of discretion and independent judgment.

**Working Conditions:**

***Schedule:*** Monday- Friday 8:30 am- 4:30 pm and occasional evenings and weekends for network meetings.

***Environment:*** Agency's Syracuse office and onsite venues at community child care sites throughout the community.

***Travel:*** Local travel to provider sites throughout Onondaga and Cayuga Counties, some travel within NY State to conferences or professional development training.

***Customer Responsibilities and Contacts:*** Extensive contact with family child care providers, frequent service collaborations with other Child Care Solutions teams and ECLC; some contact with, Quality Stars NY and NYS Office of Children & Family Services.

**Physical Requirements:**

- Manual dexterity is sufficient for frequent use of telephone, keyboard, calculator, and other office equipment
- Ability to receive and convey detailed information
- Ability to sit at a desk for 6 - 7 hours per day
- Ability to stand for 1 - 2 hours for presentations
- Moderate physical exertion: Regular lifting of up to 25 pounds of equipment or material

**Salary Grade: 5**

\$48,672.00