

## Vice President of Provider Services

**Job Summary:** The Vice President (VP) of Provider Services will lead Starting Point's Provider Services Department, overseeing and integrating the organization's work to improve the quality and availability of early child care and education and out-of-school time programs. The Provider Services Department includes Starting Point's Quality Enhancement Program, Prevention and Inclusion Programs, Family Child Care Homes Program, and Out-of-School Time Program. The position will be a key part of the senior management team that drives the operations of the organization and will represent Starting Point on a local, regional, and national basis. The VP of Provider Services will initially develop deep knowledge of each project, program operations, and business plan, and will focus on the following three areas: program leadership and management, knowledge management, and external relationships.

### Responsibilities

#### Program Leadership & Management:

- Enhance, flesh out, and implement organizational vision as established in Starting Point's Strategic Plan.
- Ensure ongoing programmatic excellence.
- Demonstrate consistent quality of finance and administration, fundraising, communications and systems; recommend timelines and resources needed to achieve the program goals.
- Attract, develop, coach, and retain high-performance team members, empowering them to elevate their level of responsibility, span of control, and performance.
- Work with staff to develop systems to ensure consistent, high-quality project management.
- Provide leadership in development of inter-team communication and cohesiveness, sustaining culture and supporting staff during organizational growth.

#### Knowledge Management:

- Develop the necessary systems, processes, and tools to better support the facilitation, collection, and sharing of knowledge that is generated by the programs.
- Develop dissemination system to share organizational learning with a broad range of communities.
- Ensure that key project outcomes are evaluated and leveraged for maximum community and organizational impact.
- Work collaboratively with the senior management team to integrate cross program activities and functions.

#### External Relationships:

- Develop and maintain an understanding of early care and education and out-of-school time local environment and systems
- Provide expertise and leadership in early care and education and out-of-school time research, best and promising practices, and trends
- Build and manage relationships with contracted organizations and partner organizations.
- Support fundraising efforts through relationship building and responsiveness to requests for information



## Qualifications

The VP, Provider Services will be thoroughly committed to Starting Point's strategy and mission. All candidates should have demonstrated leadership, coaching, and relationship management experience and strong demonstrated success managing partner and stakeholder relationships. Experience in and understanding of child and youth development as well as early learning programs and/or out-of-school times programs is a plus.

Specific requirements include:

- **Program Leadership and Management:** This individual will have taken a hands-on approach in leading a variety of initiatives. The ideal candidate will have a track record of effectively leading a performance-based and outcome-based program and staff. She or he will have developed and operationalized strategies that have taken a program or organization to the next stage of growth
- **Team Building and Development:** The successful candidate will have recruited, managed, and developed a strong team of staff, program/project managers, and development professionals. This individual will serve as a "player/coach" to motivate and mentor his or her team
- **Exceptional Communication and Influencing Skills:** As a voice/advocate for Starting Point, the VP, Provider Services will have strong written and verbal communication skills. She or he will be a persuasive, credible, and polished communicator with excellent interpersonal and multidisciplinary project skills. This individual must work collaboratively with internal as well as external partners and other organizations.
- Advanced degree, with at least 10 years of management experience
- Unwavering commitment to quality programs and excellence in organizational and project management with the ability to achieve strategic objectives, and manage a budget
- Ability to engage a wide range of stakeholders including advisory groups, coalitions, forums, foundations, corporate sponsors, and practitioner groups
- Ability to work effectively in collaboration with diverse groups of people
- Integrity, positive attitude, mission-driven, and self-directed with demonstrated passion for Starting Point's mission and commitment to working collaboratively with a management team of senior professionals
- Solid judgment and apparent leadership skills
- A team player, who can interrelate and operate effectively with peers and other associates within a collegial, yet demanding, work environment
- An individual who is able to handle a variety of constituencies, manage multiple tasks simultaneously and thrive in a complex environment with multiple priorities
- Impeccable integrity
- Strong analytical skills; basic business intuition, and common sense
- Strong work ethic