



child parent Institute

*building brighter futures for our children and families*

## **Job Description**

### **New Directions Operations Manager**

**Salaried – Exempt, school calendar 225 days (school year +), \$42-56k annualized**

**Reports to New Directions Principal/Director**

The Operations Manager has overall responsibility, under the direction of the New Directions School Director, for the quality assurance, implementation and monitoring systems, and coordination of all educational services provided by New Directions. This position reports directly to the School Director and works as part of the administrative team in that department. The Operations Manager will help to ensure that all school programs are in alignment with CPI's mission, principles and that they are carried out in compliance with educational standards and grant/contract requirements. This position will work jointly with managerial staff to set and monitor work process standards. This position will assist in providing leadership and vision to the organization and its staff in collaboration with the School Director as a member of the Program Managers Team. It is critical that this person has the ability and demonstrated success supervising and collaborating with staff in a manner that is flexible and supportive yet assures accountability.

This position includes comprehensive work in maintaining student records and providing various support services to students, teachers, parents, staff, and the public. Other primary responsibilities include the ability to interpret and implement applicable laws, codes, policies, procedures, and Local Educational Agency (LEA) regulations governing work scope. This role is also required to maintain records, provide general office duties and oversee other clerical services to the staff.

### **Essential Functions:**

- Works with New Directions School Director providing leadership to staff in determining objectives and identifying program needs as the basis for developing long and short-range plans as it relates to special education.
- Work with other school staff to ensure processes, systems and procedures are implemented with consistency and efficiency.

### **School/Program Management Responsibilities:**

- Support compliance reporting for federal, state and local entities; and ensure school upholds all licensing regulations at all times.
- Ensures compliance with grants and contracts, including the identification of relevant monitoring data and creation of data collection tools, forms, and databases.
- Assists with developing/writing grant proposals.

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- Attend meetings and trainings as required by supervisor
- Supports and acts as resource to New Directions Director in the areas of program data management, delivery of services, implementation of evidence-based programs, and staffing issues.
- Help coordinate training for program staff.
- Assists the School Director in preparing the budget for clinical services as needed.

#### **Office Management Tasks:**

- Maintaining the teaching office, keeping it tidy and organized
- Coordinate appointment scheduling, particularly IEP scheduling with school districts, parents/guardians, and ND staff.
- Handles high level of confidential and sensitive information.
- Provides administrative support to staff, including filing, setting up student files, updating data base, ordering office supplies.
- Assist with IT issues.
- Maintain the school calendar; create/update school class schedules with school staff; maintain staff/client room schedules.
- Answering incoming phone calls, including returning messages and emails on a timely basis.
- Compile receipts and coordinate with accounting department

#### **School Administrative Tasks:**

- Prepare accurate billing for services to school districts, prepare monthly attendance records, phone logs, and related documentation.
- Student admin: Communicate with parents/guardians, bus drivers, counselors, and others as needed to coordinate services for students
- Prepare monthly counseling and guidance records to school districts
- Assist with meal count and ordering
- Prepare and complete a variety of records and reports, including status reports for CAIS, NPS certification, SARC and quarterly state or agency reports
- Conduct audits of processes and procedures at school to ensure compliance with established policies, procedures, and ed code
- SEIS/IEP data entry

#### **Educational Responsibilities:**

- Request, receive, and review records, IEPs, behavioral health related documents, cumulative files and transcripts for new students from their prior placements
- Create and maintain database to document school records requested, received, sent out
- Update student IEP rosters at least monthly, provide Director with monthly IEP enrollment and other data
- Record student grades and input data into report cards
- Record transcript data and process transcript requests, forward transcript and cumulative request, accumulate and tally student's high school credits
- Withdraw students according to established procedures

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- Contact school districts and serve as resource for district personnel to establish Master Contracts and develop Individual Service Agreements, prepare and track ISAs
- Prepare and distribute school calendars and enrollment packets

### **Facilities**

- Work with staff to create and maintain a safe and effective work environment.
- Fire drills

*Undertakes other duties as assigned.*

### **ESSENTIAL REQUIREMENTS & QUALIFICATIONS**

- Demonstrates excellent interpersonal skills: cooperates and collaborates effectively, displays professional demeanor, promotes a cohesive, team-oriented environment; able to work effectively with a wide range of personnel and clients in a diverse community.
- Demonstrates excellent communications skills: expresses ideas clearly, concisely and effectively, both orally and in writing, practices effective listening skills, positively represents CPI to clients, employees and outside contacts.
- Knowledge of and willingness to stay abreast of current trends, innovations, practices and legal guidelines in Special Education.
- Works effectively with classroom, administrative, and counseling staff, other professional organizations, and parents.
- Presents self in a professional manner.
- Performs duties and responsibilities with a high degree of professional integrity.
- Ability to work in a partnership with strong leadership and a committed staff with high standards; and embody those values as well.
- Excellent hands-on, problem-solving skills and meticulous attention to detail.
- Requires excellent time-management, organizational and communication skills.
- Computer skills required: database input and management, word processing, excel, email, and internet search capabilities (Microsoft Office Suite).
- Multilingual/multicultural skills highly desirable.
- Demonstrated experience with diverse and high-risk populations.
- Prefer at experience in a classroom or school or district office environment.
- Prefer experience working with emotionally disturbed students or mental health concerns
- Must be at least 21 years old and a high school graduate; college graduate preferred.

### **PREFERRED EDUCATION:**

1. Administrative credential or concurrent enrollment in program

CPI is an equal opportunity employer.

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