**Standard Operating Procedures (SOP) for Director**

**Overview**

The Director oversees the daily operations of the center, ensuring compliance with state regulations, alignment with organizational goals, and the overall quality of programs and services. The Director also supports staff and families, collaborates with the Office Manager, and ensures smooth operations at all levels.

**Daily Responsibilities**

* **Staff Communication and Support:**
  + Conduct daily check-ins with lead teachers to address classroom needs.
  + Monitor classroom ratios and staffing through Brightwheel and physical walkthroughs.
  + Ensure timely response to parent concerns or inquiries, escalating if necessary.
  + Keep track of classroom transitions and update a calendar of children moving classrooms, communicating with the Office Manager about spaces that need to be filled.
* **Facility Oversight:**
  + Ensure all rooms are clean, safe, and organized.
  + Address minor maintenance issues or coordinate with appropriate services.
  + Conduct daily walkthroughs of the building, playground, and classrooms to identify and report any safety or maintenance issues.
* **Curriculum Support:**
  + Observe classroom implementation of lesson plans and provide feedback.
  + Ensure materials for lessons are prepared and accessible.
* **Behavior Management:**
  + Observe child behaviors and complete incident or behavior reports as needed.
  + Ensure progress tracking is completed every three months in collaboration with teachers, assisting with developmental assessments.
* **First Aid and Emergency Medicine Cabinet Audits:**
  + Conduct daily audits of the First Aid kits to ensure they are fully stocked and in good condition.
  + Verify all prescription medications in the Emergency Medicine Cabinet are within their expiration dates. Expired medications must be properly disposed of and replaced immediately.

**Weekly Responsibilities**

* **Staff Oversight:**
  + Review staff schedules with the Office Manager to ensure adequate coverage.
  + Approve timecards and resolve scheduling conflicts.
  + Facilitate a weekly meeting with the Office Manager to review administrative updates and operational needs.
  + Audit classrooms for safety, organization, and compliance.
* **Family Engagement:**
  + Follow up with new enrollments and maintain communication about upcoming events.
  + Review incident reports and communicate significant concerns with families if needed.
* **Regulatory Compliance:**
  + Conduct weekly walkthroughs to ensure compliance with WAC and fire safety standards.
  + Verify updated health and safety checklists.
* **Curriculum Support:**
  + Support teachers in developing and executing weekly lesson plans.
  + Suggest age-appropriate projects and post them in training opportunities for staff reference.
* **Technology:**
  + Audit Brightwheel daily to ensure teachers are checking in students and logging activities.
  + Take and upload content, such as photos, to parents through Brightwheel.
* **Facility and Supplies:**
  + Audit first aid kits weekly, upload forms to [support@atccenter.org](mailto:support@atccenter.org), and add low supplies to the inventory list.
* **Marketing and Community Engagement:**
  + Dedicate five hours per week to marketing efforts, including social media posts, cold calls, and networking.
  + Create and track marketing leads, submitting marketing sheets to [support@atccenter.org](mailto:support@atccenter.org).
  + Promote the community resource page and collaborate with small businesses to offer discounts for parents in exchange for childcare discounts for employees.

**Biweekly Responsibilities**

* **Team Development:**
  + Host biweekly staff meetings to discuss findings, address challenges, and provide updates.
  + Conduct biweekly playbook Zoom sessions for training refreshers and SOP updates.
* **Observation and Feedback:**
  + Conduct formal observations in classrooms and provide feedback to lead teachers.
  + Retrain staff through live-action coaching when necessary.
* **Enrollment Review:**
  + Review enrollment trends and collaborate with the Office Manager to optimize classroom placements.
* **Communication:**
  + Collaborate with the Office Manager to align on duties and review tasks every two weeks.
* **Facility and Activities:**
  + Ensure weekly agendas provided by the Office Manager are completed and reported back.

**Monthly Responsibilities**

* **Staff Development:**
  + Ensure all staff have completed required professional development hours.
  + Update staff on upcoming training opportunities.
  + Check in with staff during their first 90 days and conduct biannual reviews.
* **Facility Management:**
  + Conduct fire drills, lockdown drills, and earthquake drills.
  + Audit fire extinguishers and first aid bins.
  + Audit student cubbies for organization and compliance.
* **Compliance Reporting:**
  + Submit monthly compliance reports to state agencies as required.
* **Activity Support:**
  + Propose two unique activities (e.g., home-ec classes, spirit weeks, show-and-tell) and coordinate with the HR Manager for the newsletter.
* **Seasonal Content:**
  + Post weather-appropriate and seasonal updates for families and staff.

**Quarterly Responsibilities**

* **Classroom Environment:**
  + Oversee classroom content swaps to align with seasonal changes and curriculum themes.
  + Support staff in updating circle time walls and decorations.
  + Ensure classroom materials are replenished as needed.
* **Performance Reviews:**
  + Conduct quarterly performance reviews for lead teachers and assistants.
  + Address areas for improvement and set goals.
* **Licensing Audit:**
  + Collaborate with the HR Manager and ownership to complete a full licensing audit of the building based on DCYF requirements.
* **Preparation and Planning:**
  + Ensure the center is proactive by planning ahead for major tasks. Examples include pulling the sunscreen SOP and setting up sunscreen stations one month before summer and auditing children’s files for annual updates and signatures one month before the new year.
  + Conduct quarterly child file audits, ensuring all forms and immunization records are current. Contact parents for updated documents if needed.
* **Seasonal Content:**
  + Post weather and seasonal updates for families and staff as needed.

**Interconnected Duties**

* **Collaboration with Office Manager:**
  + The Director works closely with the Office Manager to ensure smooth operations, particularly for tasks involving enrollment, schedules, tuition, and compliance.
  + Both roles collaborate to address staff scheduling, coverage, and administrative needs.
* **Support for Teachers:**
  + The Director ensures instructional leadership and offers tools and guidance for classroom success, including materials preparation and live-action retraining as necessary.
  + Act as a liaison for significant behavioral or developmental concerns.
* **Emergency Procedures:**
  + Coordinate with float teachers and assistants to address staffing shortages and maintain ratios.
  + Handle escalated safety or behavioral incidents with proper documentation and communication.
* **Attendance Logs:**
  + Review and file attendance logs weekly to ensure accuracy for electronic attendance tracking.
* **Closures:**
  + Post closure signs at least two weeks in advance when needed.

**Annual Responsibilities**

* **Licensing and Accreditation:**
  + Oversee annual licensing renewals and compliance inspections.
  + Coordinate with external auditors and update policies as needed.
* **Strategic Planning:**
  + Collaborate with the founder to update the center's strategic goals and objectives.
  + Develop and implement an annual calendar of events, trainings, and activities.