



**STATE OF OREGON  
POSITION DESCRIPTION**

**Position Revised Date:**  
**11/19/2019**

**Agency:** Oregon Department of Education

**Division:** Early Learning – Office of Child Care

☒ New ☐ Revised

**This position is:**

- ☐ Classified  
☐ Unclassified  
☐ Executive Service  
☒ Mgmt Svc – Supervisory  
☐ Mgmt Svc – Managerial  
☐ Mgmt Svc - Confidential

**SECTION 1. POSITION INFORMATION**

|   |  |  |
|---|--|--|
| <b>a. Classification Title:</b> <u>PEM D</u>  |  | <b>b. Classification</b> <u>X7006</u>  |
| <b>c. Effective Date:</b> <u>11/19/2019</u>   |  | <b>d. Position No:</b> _____   |
| <b>e. Working Title:</b> <u>Central Background Registry (CBR) Manager</u>   |  | <b>f. Agency No:</b> <u>58100</u>  |
| <b>g. Section Title:</b> <u>Office of Child Care</u>  |  | <b>h. Budget Auth No:</b> <u>_____</u>   |
| <b>i. Employee Name:</b> _____  |  | <b>j. Repr. Code:</b> <u>MMS</u>   |
| <b>k. Work Location (City – County):</b> <u>Salem - Marion</u>  |  |  |
| <b>l. Supervisor Name (Optional):</b> <u>Jay Messenger</u>  |  |  |
| <b>m. Position:</b> <input type="checkbox"/> Permanent <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> Limited Duration <input type="checkbox"/> Academic Year<br><input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Intermittent <input type="checkbox"/> Job Share |  |  |
| <b>n. FLSA:</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt  |  | <b>o. Eligible for Overtime:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| <b>If Exempt:</b> <input type="checkbox"/> Executive <input checked="" type="checkbox"/> Professional <input type="checkbox"/> Administrative   |  |  |

**SECTION 2. PROGRAM AND POSITION INFORMATION**

- a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.**

The mission of the Early Learning Division (ELD) is to support all of Oregon's young children and families to learn and thrive. ELD values equity, dedication, integrity, and collective wisdom making a positive impact to benefit Oregon's children and families.

The ELD is responsible for oversight of a statewide early care and education service delivery system. The Office of Child Care (OCC) is the largest working group within the ELD, and is responsible for the design and implementation of the state's child care regulatory system. This includes the licensing program, compliance, enforcement, professional and technical assistance. OCC has licensing and regulatory oversight of approximately 1000 Certified Child Care Centers, 600 Certified Family Child Care homes and 3000 Registered Family Child Care homes. Approximately 50,000 individuals are actively enrolled in the Central Background Registry. OCC also has responsibilities for the development and implementation of the state's child care plan pursuant to the federal Child Care and Development Fund (CCDF). Staff members are located in a central office in Salem and in field offices around the state.

The Legal and Enforcement Unit of OCC is responsible for developing and coordinating the section's enforcement strategy in order to ensure compliance by legal child care providers, that children are protected while at child care facilities, and taking action against illegal care.

The Early Learning Council, a Governor-appointed public board, is the policy-making body for the ELD, which is a division of the Oregon Department of Education.

**b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:**

This position provides guidance to the Background Check staff on the laws and criteria for processing and either accepting or rejecting a person into the Central Background Registry (CBR). This position is responsible to ensure the accurate analysis and entry of individuals into the CBR, which allows a person to work in the child care profession. Through a subordinate manager, this position also oversees Customer Service, Intake, and administrative staff.

Perform the full range of supervisory duties in a unit of administrative staff comprised of central office background check specialists. This position directly supervises a PEM C manager, lead workers, and administrative support staff whose responsibilities include maintaining the division's Criminal Background Registry (CBR) and processing facility applications. It provides oversight of the CBR application process and technical assistance to applicants, enrollees, child care providers and facilities. This position recommends and develops policies and procedures that have statewide impacts. This position works closely with Oregon State Police, Department of Human Services, Federal Office of Child Care and other units within the Early Learning Division.

The Background Unit Manager will coordinate with Regional Managers, Legal and Enforcement managers, Department of Justice attorneys, Compliance team members, Licensing Specialists, Intake Specialists and other administrative members to inform them of issues and problem solve as necessary.

This position works with multiple stakeholders regarding the Central Background Registry including national involvement in criminal history, child protective services, adult protective services and foster care involvement. In addition, this position serves on the OCC leadership team developing strategic plans, defining operational functions, gauging effectiveness, and recommending action plans that affect outcomes and goals.

### SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "Essential" (E) or "Non-Essential" (NE) function.

**Note:** If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".

| % of Time | N/R/NC | E/NE | DUTIES            |
|-----------|--------|------|-------------------|
| 35%       | R      | E    | Managerial Duties |

|     |    |   |   |
|-----|----|---|---|
|     |    |   | <ul style="list-style-type: none"> <li>• Provide guidance and analysis to background check staff, to assist and oversee appropriate decision making to ensure only those who qualify to be in the CBR are allowed.</li> <li>• Plan, assign and review work of staff. Monitor employee performance to assure accuracy and that policies and procedures are followed.</li> <li>• Assign or delegate the assignment of personnel and resources to carry out the unit's objectives. Ensures that back-up service is available.</li> <li>• Provide guidance and assistance to subordinate manager of the Customer Service and Intake groups.</li> <li>• Routinely provide feedback and coaching to staff; prepare performance appraisals.</li> <li>• Conduct employee selection process to fill vacancies. On-board new employees including orientation to compliance procedures, practices, laws, manuals.</li> <li>• Monitor activities of assigned staff to assure safe and efficient working conditions.</li> <li>• Monitor program processes, procedures and results for compliance with regulations, and to identify potential changes to increase effectiveness.</li> <li>• Provide training.</li> <li>• Recommend personnel actions regarding staff; take corrective action to resolve identified performance deficiencies.</li> <li>• Respond to employee complaints and grievances.</li> <li>• Hold unit meetings and attends ELD meetings, as appropriate, in conjunction with other management staff, facilitate statewide staff meetings, organize and oversee statewide training. Carry out ad hoc projects and tasks, as assigned. Represent ELD as requested.</li> <li>• Proactively increase knowledge on culturally responsive practices.</li> </ul> |
| 35% | NC | E | <p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Through actions and words, demonstrates integrity, work ethic, and empathy to positively influence team members.</li> <li>• Solve problems while maintaining focus on safe, quality, and accessible child care for Oregon's families. Provide the direction for your group.</li> <li>• Support the professional development needs of staff. Provide specific consultation, support, training and mentoring to individual staff. Identify individual areas of strength and opportunities to create goals and actionable development plans.</li> <li>• Coach employees for continuous improvement.</li> <li>• Respond to concerns or inquiries from child care providers, the child care workforce, and the public.</li> <li>• Observes and analyzes changing service needs and service delivery and resource requirements to assure that practices and services are responsive and timely.</li> <li>• Reviews and analyzes unit activities to measure compliance with requirements, good standards of practice, and program expectations; makes appropriate recommendations and takes necessary actions to continually improve program performance.</li> <li>• Act as a liaison between upper management and line staff.</li> </ul>  |

|              |    |   |   |
|--------------|----|---|---|
| 25%          | NC | E | <b>Oversight</b> <ul style="list-style-type: none"> <li>• Ensures that the facility application and Central Background Registry processes are carried out within the requirements of federal and state laws and rules as well as agency policies and standards.</li> <li>• Responsible for oversight of operation expenses related to program unit expenditures, budgeting and forecasting needs related to legislative budget preparation.</li> <li>• Responds to concerns or inquiries from registry applicants, the child care workforce and the public.</li> <li>• Provides ongoing oversight of the facility application process and customer service initiatives.</li> <li>• Participates in shared decision making regarding the Central Background Registry with the Legal and Enforcement Director.</li> <li>• Evaluates regulations and statute; develop and recommend administrative rules, policies and procedures that supplement agency operations or administrative processes.</li> <li>• Evaluate program operations and services; recommend and plan actions to bring about or improve compliance with regulations and program goals.</li> <li>• Observes and analyzes changing service needs, service delivery and resource requirements. Makes changes as necessary to ensure that practices and services are delivered responsibly and timely.</li> </ul> |
| 5%           | NC | E | <b>Other Duties as assigned or requested.</b>   |
| At all times | NC | E | <b>Commitment to Equity</b><br>Cultivate equitable practices across all aspects of your position description. Learn and apply knowledge of cultural differences related to child care, and encourage that perspective with all staff.   |
| At all times | NC | E | Consistently treat customers, stakeholders, partners, vendors, and co-workers with dignity and respect. Create and maintain a work environment that is welcoming and respectful of diversity. Set clear guidelines and model expected professional behaviors.   |

## SECTION 4. WORKING CONDITIONS

**Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.**

- Working conditions often include dealing with frustrated, angry and hostile individuals.
- Explaining rules and statutes effectively to individuals with a wide variety of backgrounds.
- This position will work as a team member and independently.
- With changing workloads and multiple duties, this position must manage multiple tasks simultaneously, deal with periodic confusion and stress and diverse personalities of co-workers.

## SECTION 5. GUIDELINES

- a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Federal statutes (Child Care and Development Block Grant Act 42 USC 9858 as amended) and regulations (45 CFR 98 & 99); Oregon Revised Statutes (ORS Chapter 329A) and Oregon Administrative Rules for the Office of Child Care (OAR Chapter 414). Multiple manuals and desk procedures, which are evolving.

- b. How are these guidelines used?

These set standards for entry to, denial, or removal from the Central Background Registry, and qualification to be a child care facility.

## SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

| Who Contacted   | How                     | Purpose  | How Often? |
|---|-------------------------|--|------------|
| Education Staff   | Phone/In person/Writing | Determine compliance; provide technical assistance | Daily      |
| Division Staff  | Phone/In person/Writing | Determine compliance                               | Weekly     |
| General Public  | Phone/In person/Writing | Share information                                  | Daily      |
| Child care providers, registry applicants and enrollees | Phone/In person/Writing | Provide/share information/coordination of services | Daily      |
| Other state agencies                                    | Phone/In person/Writing | Coordination, determine compliance                 | Daily      |
| Stakeholders and partners                               | Phone/In person/Writing | Information  | Weekly     |
|   |                         |  |            |

## SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Decisions are made whether to admit, deny admission, or remove people from the CBR; whether to admit or deny approval for child care facilities. Decisions made in this position directly affect the safety and well-being of children. Decisions also impact the Office of Child Care compliance with federal and state laws. Decisions also made in assisting staff to prioritize work, review of certification recommendations made by field staff. Decisions about worker performance.

## SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

| Classification Title | Position Number | How | How Often | Purpose of Review |
|----------------------|-----------------|-----|-----------|-------------------|
|----------------------|-----------------|-----|-----------|-------------------|

**Note:** If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

|                                |       |  |         |   |
|--------------------------------|-------|--|---------|---|
| Legal and Enforcement Director | PEM E | Observation, in person reviews, paperwork review | Ongoing | Determine accuracy and timelines of work, quality of judgment |
|--------------------------------|-------|--|---------|---|

## SECTION 9. OVERSIGHT FUNCTIONS

THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 12
- How many employees are supervised through a subordinate supervisor? 11
- b. Which of the following activities does this position do?
- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Plan work               | <input checked="" type="checkbox"/> Coordinates schedules                    |
| <input checked="" type="checkbox"/> Assigns work            | <input checked="" type="checkbox"/> Hires and discharges                     |
| <input checked="" type="checkbox"/> Approves work           | <input checked="" type="checkbox"/> Recommends hiring                        |
| <input checked="" type="checkbox"/> Responds to grievances  | <input checked="" type="checkbox"/> Gives input for performance evaluations  |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" type="checkbox"/> Prepares & signs performance evaluations |

## SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

The individual must exercise independent judgement and decision making in the absence of clearly defined policy, guidelines or regulation.

The individual must be able to communicate clearly and effectively both verbally and in writing, and manage a high level of competing demands. This position requires strategic thinking, planning, and execution, as well as the ability to work cooperatively with those that have competing interests.

As a condition of employment, the individual in this position will be subject to both Child Protective Services and Criminal History checks, including FBI fingerprinting, and will be required to be enrolled in the Central Background Registry. Adverse background data may be grounds for immediate disqualification.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

| Operating Area  | Biennial Amount (\$00000.00) | Fund Type     |
|-----------------|------------------------------|---------------|
| Background Unit | \$5000                       | Federal Funds |

## SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, and employee name and position number.

## SECTION 12. SIGNATURES

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Appointing Authority Signature

\_\_\_\_\_  
Date

**Note:** If additional rows of the below table are needed, place curser at end of a row (outside table) and hit "Enter".