

Foundation First / Ready Region North Central

Program Success Specialist (PSS)

Job Description | Full-Time Exempt

Organization	Foundation First / Ready Region North Central
Position	Program Success Specialist
Status	Full Time, 40 hours / Exempt
Salary Range	\$70,000–\$80,000
Reports To	Director of Program Development
Jurisdictions Served	Loudoun, Fauquier, Culpeper Counties
Work Locations	Hybrid (In-office, In the Field, and Home Office)

ORGANIZATION OVERVIEW

Foundation First is a Virginia-based 501(c)(3) nonprofit organization committed to strengthening early childhood systems that improve outcomes for children birth through age five. As the lead agency for the Virginia Early Childhood Foundation's Ready Region North Central initiative, Foundation First manages multiple state and federally funded grants, including RRNC, Mixed Delivery, and the Infant & Toddler Specialist Network (ITSN). Through systems-building, shared governance, quality improvement, and strategic partnerships, we support families, educators, site administrators, communities, and public agencies across our region and throughout the Commonwealth of Virginia.

POSITION SUMMARY

The Program Success Specialist is the primary regional point of contact for publicly funded Early Childhood Care and Education (ECCE) programs in Loudoun, Fauquier, and Culpeper (LFC) Counties. This role combines direct provider support with CLASS observation quality assurance, VQB5 compliance facilitation, and data-informed improvement planning — ensuring programs understand and fulfill system requirements while building trusted, sustained relationships that drive quality improvement at the classroom level. Core competencies include organizational excellence, data literacy, culturally responsive communication, and the ability to manage multiple compliance timelines and systems simultaneously.

CORE FUNCTIONS OF READY REGION NORTH CENTRAL

- **Strengthening Quality** — Ensure all components are in place to coordinate quality measurement and guide improvement in publicly funded classrooms as part of VQB5.
- **Building Relationships** — Engage with leaders across the region to facilitate buy-in for shared accountability and benefit.
- **Increasing Access** — Administer Mixed Delivery programming in the region and coordinate enrollment to help families access ECCE services that meet their needs.
- **Engaging Families** — Support a Family Council made up of families who reflect the diversity of the region to provide input on early childhood design and decisions.

PRIMARY RESPONSIBILITIES

1. Provider Engagement & Support

Build and sustain trusted, ongoing relationships with ECCE providers, system partners, and community stakeholders as the foundation for quality improvement, compliance, and equitable outcomes. Use case management practices to document all interactions, outreach, and follow-up commitments. Proactively identify and address barriers to equitable participation and facilitate learning communities, councils, and related spaces aligned with RRNC core functions. Key partners include:

- Sub-regional ECCE providers (via cohorts, regular communication, and in-person outreach)
- VDOE, VECF, Teachstone, and coaching partners

2. VQB5 Compliance & Operational Management

Support timely completion of all VQB5 deliverables across the full program cycle, with a goal of 100% completion in all required areas. Provide ongoing guidance, training coordination, and support to site administrators and ECCE program leaders to ensure understanding of system processes and expectations. Use case management tools to monitor program progress, document outreach, and support activities, and identify compliance risks before they escalate.

- Onboarding new programs into VQB5 and related systems, using case management tools to document each step
- Proactively communicating VQB5 requirements and deadlines to providers; respond promptly to compliance questions and flag issues before they impact program standing
- Supporting all publicly funded providers through the annual registration cycle, including VAConnects/LinkB5 navigation
- Tracking classroom observation eligibility and work with providers and the Support Specialist to have documentation for closures and AM/PM combined classrooms submitted to VDOE by posted deadlines
- Supporting site administrators in understanding and completing student/child lists and educator verification to assist in school readiness and workforce data collection

3. Quality Improvement Planning & Improvement Support

Serve as the subject matter expert for Infant, Toddler, and Pre-K CLASS observations across the LFC sub-region. The Program Success Specialist ensures that CLASS observation data is reviewed and used to support program quality improvement. Support providers in understanding and acting on VQB5 quality data, with particular attention to sites at or below the Needs Support threshold. Responsibilities include:

- Conducting CLASS observations within sites (certification must be achieved and maintained annually for all 3 observation levels)
- Using CLASS observation data, curriculum information, and site quality ratings to identify providers who may benefit from additional coaching, training, or technical assistance
- Supporting programs in completing needs assessments, reviewing observation results, and understanding the connection between quality interactions and approved curriculum use
- Coordinating coaching and training opportunities for ECCE programs, including CLASS related instructional coaching and curriculum support
- Facilitating and participating in FF-sponsored educator and provider preparation events
- Delivering in-person and remote technical assistance, prioritizing direct, relationship-based outreach
- Serving as the regional liaison for sites assigned to VDOE Quality Consultants, providing local context, facilitating access, and supporting plan implementation and progress updates
- Celebrating Honor Roll achievements (Excellence, Infant/Toddler, Improvement) at the regional level through meetings, social media, and other communication channels

4. Case Management & Data Systems

Maintain active, up-to-date case files for each assigned program — capturing interaction history, compliance status, barriers, support provided, and next steps — to ensure consistent, informed, and proactive support across a diverse provider portfolio. Ensure timely, accurate data entry across all systems and regularly review case records to identify patterns, prioritize outreach, and flag program needs. Platforms include:

- VAConnects / LinkB5 — program registration, educator profiles, student/child lists, and VQB5 compliance
- SPROUT — observation management and documentation
- Microsoft Dynamics — case management
- Asana — task management and team collaboration
- Excel — portfolio tracking and data analysis

5. Data Use & Continuous Improvement

Use data and partner feedback to identify trends, address gaps, and improve regional processes and outcomes. Responsibilities include:

- Conducting data assessments and reviewing dashboards from VAConnects/LinkB5 and Microsoft Dynamics
- Using CLASS score data (fall/spring, local/external) to identify classrooms and sites with the greatest need and prioritize outreach and coaching support
- Using classroom registration and closure data to support broader understanding of regional ECCE capacity
- Assisting with the development and administration of surveys and needs assessments
- Communicating program needs and lessons learned with the broader RRNC team
- Integrating data-supported strategies into area plans, processes, and workflows

6. Communication & Information Flow

Maintain timely, accurate, and transparent communication through the chain of supervision and across stakeholders. Responsibilities include:

- Providing regular progress updates to Foundation First leadership and extended FF staff
- Documenting communications and activities in Microsoft Dynamics and SPROUT to ensure complete case management records
- Responding promptly to program inquiries via email, phone, and in-person
- Ensuring all stakeholders are consistently informed of progress, risks, deadlines, and system updates

7. Resource & Administrative Oversight

Maintain adherence to organizational policies, VQB5 guidelines, and case management requirements. Responsibilities include:

- Managing calendar and scheduling to meet all VQB5 deadlines and regional obligations
- Maintaining organized, up-to-date case records across Microsoft Dynamics, SPROUT, Asana, VAConnects/LinkB5, and other systems to ensure complete documentation of all provider interactions and compliance activities
- Adhering to FF employee policies and organizational norms and values
- Supporting efficient operations through consistent administrative follow-through

QUALIFICATIONS & COMPETENCIES

Education & Experience

- Bachelor's degree preferred from an accredited institution in a child-related or human services field, OR education and experience commensurate with the above
- Prior experience in early childhood education, nonprofit program management, or a related field strongly preferred
- Experience with case management, client services, or provider support roles is a plus

Knowledge & Skills

- Knowledge of child development and early childhood systems; strong understanding of the VQB5 system, CLASS observation tools, and quality improvement principles
- CLASS observer certification in Infant, Toddler, and Pre-K required within 6 months of hire; annual recertification required. Candidates with existing certification in one or more tools are strongly preferred
- Working proficiency in Microsoft 365 (Excel, SharePoint, Outlook, Teams, Dynamics), ability to quickly learn required platforms including Asana, VAConnects/LinkB5 and SPROUT
- Ability to use data to identify trends, inform decisions, track progress toward goals, and prioritize support
- Demonstrated ability to manage multiple deadlines, compliance requirements, and data systems simultaneously
- Experience with or strong aptitude for case management practices: maintaining accurate records, tracking follow-up, and using documentation to drive proactive outreach
- Exhibits cultural sensitivity and experience working with people from diverse backgrounds
- Effective working relationships in a collaborative style; communicates clearly orally, in writing, and in person

WORK REQUIREMENTS

- Willingness and ability to travel extensively within the LFC area and across RRNC; must supply own reliable transportation with documentation of current auto insurance and valid driver's license, with annual reporting of infractions
- Completion of TB risk assessment
- Completion of a Sworn Disclosure Statement attesting to any conviction or pending charges of any crime, or any investigations pertaining to child abuse or neglect
- Annual Mandated Reporter Training
- Annual recertification in all three CLASS tools (Infant, Toddler, Pre-K)

Foundation First is an equal opportunity employer committed to diversity, equity, and inclusion in all aspects of employment.