



# Specialist, (TLSS) Teaching & Learning Support Services

## Smart Start of Forsyth County

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|-----------------------|---------------------------------------------------|
| <b>Job Title</b>      | Teaching and Learning Support Services Specialist |
| <b>Department</b>     | Programs                                          |
| <b>Reports To</b>     | Manager of Early Education Support Services       |
| <b>Direct Reports</b> | N/A                                               |
| <b>FLSA Status</b>    | Non-Exempt                                        |
| <b>Effective Date</b> | Revised – August 2026                             |

### SMART START OF FORSYTH COUNTY OVERVIEW

Smart Start of Forsyth County (SSFC) was founded in 1994. For more than 30 years, Smart Start of Forsyth County has supported the infrastructure of Forsyth County's early care and education system. Smart Start's budget of over \$11 million includes funding from the federal government, the state of North Carolina, Forsyth County, the City of Winston-Salem, and private donations and grants. SSFC funds approximately 17 programs annually. Smart Start of Forsyth County (SSFC) has been a cornerstone of early childhood success, serving over 20,000 children and families annually. SSFC leads programs and partnerships that improve early education, strengthen families, and promote the health and well-being of young children. The organization works collaboratively with community partners to ensure every child enters school healthy and ready to learn.

### POSITION SUMMARY

The Teaching and Learning Support Services Specialist is a non-exempt position that reports to the Manager of Early Education Support Services. This position provides evidence-based technical assistance that promotes child development and pedagogical best practices through structured coaching and modeling to early childhood educators in childcare facilities.

The specialist delivers continuing education, training (CE/T), and professional development to early educators following IACET standards for quality and effectiveness. These efforts aim to increase the level of education, competence, quality, and depth of degrees and certifications in the Early Childhood Education workforce, and to enhance the quality of early learning experiences and kindergarten readiness, equitably, for children aged birth to five, including children with special needs.

The specialist supports and administers the lending library that offers a variety of materials to support child care providers with young children's learning and development.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### Technical Assistance and Coaching

- Implements a systematic coaching framework using joint planning, observation, action/practice, reflection, and effective feedback to guide work with teachers and directors.
- Documents coaching interactions and progress using standardized protocols and tools.
- Supports early educators in creating positive classroom learning environments with high-quality teacher-child interactions.
- Assists early educators with age- and developmentally appropriate classroom arrangements based on research-informed practices.
- Focus on coaching around trauma-informed practices and improving participating facilities' star levels.
- Develops, in conjunction with the teacher, Technical Assistance (TA) Plans with measurable objectives and specific timelines.

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- Monitors progress and achievement of goals on Technical Assistance Plans using quantifiable metrics.
  - Conducts observations using validated assessment tools, including the Classroom Assessment Scoring System™ (CLASS™).
  - Assesses classrooms using the Environment Rating System scales (ITERS/ECERS), Preschool (POEMS), and Program Administration Scale (PAS).
  - Provides NAEYC Accreditation support to participating facilities.

### **Professional Development Delivery**

- Designs and conducts workshops, training, and professional development aligned with IACET standards, including: clear learning outcomes with measurable objectives; evidence-based content and methods; appropriate assessment of participant learning; and systematic evaluation of training effectiveness.
- Provides training for DCDEE credit hours on child care-related topics.
- Coordinates CEU opportunities for providers.
- Provides structured follow-up to ensure implementation of practices in the classroom and outdoor learning environment.
- Creates professional development materials that reflect adult learning principles.
- Differentiates instruction to meet the diverse needs of adult learners.

### **Lending Library Management**

- Administers a lending library offering a variety of materials to support child care providers with young children's learning and development.
- Provides access to child development resources and materials, including books, manipulatives, reference materials, curriculum kits, etc.
- Makes items available for check-out to educators and participants of apprenticeships.
- Guides the appropriate use of materials.
- Manages the resource room with access to laminating machine, die cuts, books, and other age-appropriate classroom materials and activity kits.

### **Documentation and Continuous Improvement**

- Maintains comprehensive documentation of services provided (e.g., observations, assessments, training, technical assistance, plans developed, communications, visits) using standardized workflow report templates.
- Collects and analyzes data to evaluate the effectiveness of technical assistance and professional development.
- Uses evaluation data to improve future training and coaching interventions.
- Stays current on trends in early childhood education and development, early childhood special education, brain research, childcare licensing, conscious discipline, trauma-informed care, and family engagement via ongoing professional development.
- Contributes to the continuous improvement of organizational quality assurance processes.

### **Collaboration and Representation**

- Represents Smart Start in collaborative efforts with other professionals and community stakeholders.
- Accepts ownership for accomplishing goals identified in the Smart Start of Forsyth County strategic plan.
- Participates in communities of practice to share knowledge and resources.
- Administers cash grants for providers participating in QM (Quality Maintenance) if funds permit.
- Administers non-cash grants for providers participating in QI (Quality Improvement) if funds permit.
- Administers education incentives to providers if funds permit.

## **ADDITIONAL DUTIES**

- Follow all SSFC policies and procedures.
- Attend required meetings and training (including some evenings and/or weekends).



- Attend and participate in SSFC-sponsored community events.
- Engages in local travel to visit childcare providers.
- Maintains proficiency in the most current NC Child Care Rules and Regulations.
- Participates in ongoing professional development to maintain current knowledge and skills.

## EDUCATIONAL AND EXPERIENTIAL REQUIREMENTS

- Two to five years of verifiable experience as a director of a childcare center, technical assistance specialist, quality enhancement professional, classroom teacher, or other related experience in early childhood education.
- Minimum of an Associate Degree in Early Childhood Education; Preferred: Bachelor's Degree in Early Childhood Education, Family Consumer Science, Birth to K, Child Development, or a related field.
- CLASS Observer Reliability Certificate required (or ability to obtain within 90 days of employment).
- Must have or be able to obtain NCICDP Level 11 Certification and Technical Assistance/Professional Development Endorsements.
- Demonstrated proficiency with Microsoft Office (Word, PowerPoint, Excel, Publisher), Teaching Strategies Gold, and Outlook.
- Knowledge of adult learning principles and experience delivering professional development aligned with IACET standards.
- Understanding of quality assurance processes in educational contexts.
- Familiarity with IACET standards for continuing education and training.

## PHYSICAL DEMANDS

- Work is usually sedentary, and may require long periods of standing, walking, and/or bending, and some light lifting.
- Work is performed in office settings and childcare environments.
- Ability to lift and carry up to 25 lbs.
- Ability to walk, bend, stoop, stretch, squat, kneel, push, pull, and sit.
- Ability to travel to all centers and meeting/training locations.
- Ability to detect unsafe situations by sight or sound.

## OTHER DUTIES

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee. Duties, responsibilities, and activities may change at any time, with or without notice.

**I have read and understand the Teaching and Learning Support Specialist job description as described:**

|                                 |      |
|---------------------------------|------|
| Employee's Name (print or type) |      |
| Employee's Signature            | Date |
| Supervisor's Signature          | Date |



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| Description Approved by:    | Date Approved: |
|-----------------------------|----------------|
| Louis Finney, President/CEO |                |
| Reviewed by HR:             | Date Reviewed: |
|                             |                |

*Smart Start of Forsyth County ensures that employment decisions are based on qualifications, merit, and business needs. Smart Start of Forsyth County does not discriminate on the basis of race, color, religion, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, or any other protected status.*