

# River Valley Child Development Services

A leader in providing high quality early childhood care and education services  
for children, families and communities

## Job Description

<b>Position:</b>	Case Manager /Provider Services
<b>Program:</b>	Choices Child Care Resource & Referral
<b>FLSA Class:</b>	Non-Exempt
<b>Position Accountable to:</b>	Supervisor, Director – Choices CCR&R, Executive Director
<b>Position(s) Accountable for:</b>	N/A
<b>Purpose of Position:</b>	Serve as Case Manager/Provider Services
<b>Educational Requirements:</b>	Bachelor's Degree in a human services or related field: social work, sociology, psychology, counseling, interpersonal communications, elementary or special education and behavioral science
<b>Experiential Requirements:</b>	Experience in a human services field is preferred
<b>STARS level:</b>	II, at minimum
<b>Additional Training Required:</b>	Fulfill requirements of Individual Staff Development Plan
<b>Drivers License, Liability Insurance, and Acceptable Driving Record:</b>	Required
<b>Provisional Employment Period:</b>	Six months

<b>Capabilities/Skills:</b>
<p>Able to organize, work collaboratively in team environments, and maintain high level of confidentiality.</p> <p>Able to be reliable, responsible and dependable.</p> <p>Possess excellent verbal, written communication and computer skills.</p> <p>Ability to engage effectively with the public and community.</p> <p>If applicable, must have the ability to travel.</p> <p>Must successfully pass a pre-employment drug screening.</p> <p>Must have an acceptable Criminal Investigation Background (CIB) check, may require Child Protective Services (CPS) check.</p> <p>Must be eligible to meet requirements of the STARS career pathway.</p> <p>Ability to lift reams of paper, case files, outreach materials, health fair materials and grant/curriculum safety equipment.</p> <p>May need to be able to move file cabinets, desks, bookcases, etc. and/or unload trucks, as</p>

needed or requested.

**Essential Responsibilities:**

**Agency**

Adhere to NAEYC Code of Ethics.

Follow all agency policies and procedures.

Follow and promote agency philosophy and mission; promote unity and teamwork within program and agency.

Work effectively within a diverse environment.

Keep supervisor informed on all relevant matters.

**Program**

Perform day-to-day administrative tasks such as maintaining information files and processing paperwork.

Follow policies, timeframes and management information systems required by the WVDHHR.

Maintain a caseload of a maximum of 75 to 100 families.

Establish face-to-face contact with all new applicants within five (5) days of initial contact in counties with weekly outreach sites.

Determine initial family eligibility for assistance through the WVDHHR certificate system within 14 days of application date.

Enter data in FACTS computer database within five (5) days of approval of application.

Follow Child Care Policy procedures to: verify information received from families, conduct six-month eligibility re-determination, utilize Income Calculation Spreadsheets, issue certificates, give notice of any negative action and submit case closures.

Guide families to make informed choices in selecting child care and refer families to child care providers.

Assist families in securing appropriate financial, health, social and family support services.

Accept referrals from the WVDHHR, TANF and WV Works.

Cooperate with local WVDHHR staff to find appropriate child care for all WV Works participants.

Set and review FACTS Ticklers monthly to ensure caseload is current and up-to-date.

Review all child care payment forms and sign in/out sheets prior to data entry.

Participate in case management quality assurance activities as assigned by supervisor.

Recruit quality child care providers on an ongoing basis to build the supply of family, family facility, and center providers to meet the demand created by the work requirements in the TANF Block Grant.

Complete RODCA reports.

Prepare for and attend grievance hearings as needed.

Collect and report statistical data on caseload monthly.

Conduct Provider Orientation training for family child care providers and facilities.

Enter new provider intakes into FACTS and forward application to the DHHR licensing/regulatory staff.

Provide payment training for new and seasoned child care providers.

Act as designated case manager to assist others with complaints against providers.

Communicate with local DHHR licensing/regulatory staff regarding child care provider status/updates and notify family services staff of changes in child care provider status that would affect child placement.

Regular travel within an assigned region.

Participate on committees relevant to program/projects as requested.

Any other duties assigned by the Executive Director, Director- Choices CCR&R, Supervisor.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_