

# 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>	Provider Support Specialist
<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>	Provide technical support to child care providers
<b>Educational Requirements:</b>	AA/or equivalent in communications, statistics, business, public relations, human relations, technology or a related field
<b>Experiential Requirements:</b>	Experience in relevant field is preferred
<b>Additional Training Required:</b>	Fulfill requirements of Individual Staff Development Plan
<b>Drivers License, Liability Insurance, and Acceptable Driving Record:</b>	May be required
<b>Provisional Employment Period:</b>	90 days

### Capabilities/Skills:

Able to organize, work collaboratively in team environments, and maintain high level of confidentiality.

Able to be reliable, responsible and dependable.

Possess excellent verbal, written communication and computer skills.

Ability to engage effectively with the public and community.

If applicable, must have the ability to travel.

Must successfully pass a pre-employment drug screening.

Must have an acceptable Criminal Investigation Background (CIB) check, may require Child Protective Services (CPS) check.

Must be eligible to meet requirements of the STARS career pathway.

Ability to lift various items such as: reams of paper, mail bags/boxes, office supply boxes and other items that need to be moved.

May need to be able to move file cabinets, desks, bookcases, etc. and/or unload trucks, as 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.

Serve as back-up receptionist as needed.

Participate in "Take a Flower to Child Care Day" as appropriate.

Serve as a Notary Public.

Notify supervisor of any suspected overpayments to child care providers and when problem payments arise and resolve them as instructed by supervisor.

Issue manual payment requests to the WVDHHR when instructed by supervisor to do so.

Maintain paper files of provider registration and correspondence information; follow procedures for document retention and cooperate with WVDHHR staff annually to ensure paper records are purged appropriately.

Enter data into FACTS computer database within five (5) days of receipt.

Participate in provider records and payments quality assurance activities monthly as required.

Input and maintain multiple databases.

Increasing accuracy of payments by reviewing all payment forms prior to data entry.

Input provider payment forms into FACTS on a monthly basis.

Respond to provider inquiries regarding their request for payment, assist with Lost Check

Affidavit Forms as needed and any other issues.

Respond to WVDHHR regarding returned checks.

Collect and report statistical data on providers monthly.

Maintain current Provider Services Agreements in provider files.

Participate in recruiting and training quality providers on an ongoing basis to build the supply of family, family facility, and center providers as needed.

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: \_\_\_\_\_