

# 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>	Supervisor – Provider Services
<b>Program:</b>	Choices Child Care Resource & Referral
<b>FLSA Class:</b>	Exempt
<b>Position Accountable to:</b>	Director – Choices CCR&R, Executive Director
<b>Position(s) Accountable for:</b>	Administrative Assistant, Case Managers, Case Manager/Provider Services
<b>Purpose of Position:</b>	Supervise staff to ensure compliance with Policy and Procedure Manual and Child Care Policy
<b>Educational Requirements:</b>	Bachelor's Degree in child development, early care and education, human services or a related field: social work, sociology, psychology, counseling or interpersonal communications
<b>Experiential Requirements:</b>	Two years of experience in early childhood and experience in a management position or a leadership position in the field of early childhood
<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

<p><b>Capabilities/Skills:</b></p> <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>
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Ability to lift reams of paper, case files, outreach materials, grant/curriculum safety equipment.

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 program director informed on all relevant matters.

Have access to dependable transportation and personal credit card.

**Staff Supervision**

Supervise, evaluate and implement progressive discipline as needed in conjunction with program director for staff positions for which accountable (see above); facilitate the development of the *Individual Staff Development Plan*.

Schedule staff and approve bi-weekly payroll time reports and leave forms; monitor staff attendance via travel forms and timesheets.

Complete performance evaluations on each staff member in unit and recommend actions such as selecting, removing, advancing in pay, or promoting subordinate employees to the director.

Oversee all activities of case managers, including but not limited to, approval of case work, ensure RODCA reports are completed, review FACTS ticklers monthly to ensure timelines are met, monitor new applications, reviews, and general record keeping, visit outreach sites and arrange substitutes as needed, answer questions and interpret policies and procedures for case managers.

Assist program director in the recruitment, hiring and training of staff, and recommend personnel actions for the program.

Oversee the orientation and training of new staff.

Assure all staff in unit are meeting expectations of the Policy and Procedure Manual and

Child Care Policy.

Plan and facilitate monthly unit meetings.

Demonstrates conflict management skills.

Ability to apply critical thinking skills.

### **Program**

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

Submit monthly statistical report to the director.

Promote consumer education.

Audit five case files per case manager monthly.

Assist families in securing appropriate financial, health, social and family support services through referral and coordination with other local, state, and federal programs.

Prepare for and attend WVDHHR grievance hearings.

Attend any other WVDHHR or county meeting as needed.

Review situations of improper payments due to the provider, client, or worker error and follow procedure designed to prevent further occurrences of improper payments.

Ensure payment plans are up-to-date and proper documentation is sent to WVDHHR finance department.

Approve child care provider payment forms in FACTS computer system with 72 hours of delivery.

Ensure business contacts and public service announcements are made each quarter – maintain records of each.

Process child care provider grants within 5 days of delivery; send appropriate requisitions to RVCDS; update child care provider grant funds and equipment ledger.

Order and maintain inventory of child care provider grant safety equipment.

Serve as liaison with WVDHHR Regulatory and Licensing staff and monitor exchange of information.

Oversee new child care provider orientation.

Conduct monthly audits of child care provider files.

Respond to any inquiry and return messages within 3 business days.

Participate on committees relevant to program/projects as requested.

Any other duties as assigned by the Executive Director and Director – Choices CCR&R.

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