

River Valley Child Development Services

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

Job Description

Position:	Supervisor of Family Services
Program:	Connect Child Care Resource & Referral
FLSA Class:	Exempt
Position Accountable to:	Director - Connect CCR&R, Executive Director
Position(s) Accountable for:	Case managers
Purpose of Position:	Supervise staff to ensure compliance with the Policy and Procedure Manual and Child Care Policy
Educational Requirements:	Bachelor's degree in child development, early care and education, human services or a related field: social work, sociology, psychology, counseling or interpersonal communications
Experiential Requirements:	Two years of experience in early childhood and experience in a management position or a leadership position in the field of early childhood
Additional Training Required:	Fulfill requirements of Individual Staff Development Plan
Drivers License, Liability Insurance, and Acceptable Driving Record:	Required
Additional Required Certifications/Tests/Licenses:	N/A
Provisional Period:	Six months

<p>Capabilities/Skills:</p> <p>Able to organize and be self-directed, work collaboratively and lead team environments, facilitate group activities and maintain high level of confidentiality and customer service.</p> <p>Able to be reliable, responsible, dependable and flexible.</p> <p>Able to evaluate and/or prepare financial and statistical reports in a timely manner as needed.</p> <p>Ability to adapt, troubleshoot and present solutions in a fluid work environment.</p> <p>Possess excellent verbal and written communication skills, including knowledge of word processing and spreadsheet software.</p> <p>Ability to follow directions.</p> <p>Complete assignments efficiently and accurately with attention to details.</p> <p>Adapt to flexible schedule as required (including evening and weekend work if needed).</p>
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Mentor staff and early childhood community.
Be supportive, respectful, and productive role model for the agency and program.

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

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

Must pass a pre-employment drug test.

Essential Responsibilities:

General

Adhere to NAEYC Code of Ethics.

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

Travel and have access to dependable transportation and personal credit card as needed.

Complete ISDP requirements.

Staff Supervision

Conduct interviews and make recommendations for employment.

Supervise, evaluate and implement progressive discipline as needed in conjunction with Director for staff positions for which accountable.

Complete performance evaluations on each unit member after 30 days of new employment, at the end of the a new hire's probationary period, and annually.

Facilitate the development of the *Individual Staff Development Plan* for all staff positions for which accountable based on the needs identified when completing performance evaluations.

Communicate staff issues, planning, and other unit and/or program matters to the Director.

Approve monthly transportation and travel reimbursement requests for staff for which accountable. Forward approved requests to the Director within agency deadlines.

Effectively communicate with staff and keep them up to date with program changes, unit changes, concerns, or new policies or procedures by conducting unit meetings, meetings with small groups, meetings with individuals, emailing, verbal notification, or via written correspondence.

Develop a training plan for new team members and oversee and provides their training.

Monitor staff attendance.

Program

Oversee all program activities and grant requirements and ensure they follow the Policy and Procedure Manual as related to the family services team.

Act as a liaison and professionally communicate with partners such as: the Family Services team, Administrative staff, Provider Services, the Professional Development team, members of Early Care and Education, agency staff, and facility staff.

Participate on committees and/or attend meetings relevant to program.

Any other duties as assigned by the Executive Director and program Director.

Assist/attend community outreach events such as job fairs, health fairs, and community events as needed.

Frequent travel in an assigned region.

Participate in monthly staff meetings.

Attend trainings, conferences and program and/or agency in-services for professional development as required.

Oversee the operations at outreach locations including but not limited to scheduling employees to work at the locations and acting as a liaison between the program and the hosting site.

Assist other units when their supervisor is not available.

Promote consumer education and assist families by referring them to other local, state, and federal programs. Coordinate with other agencies in offering services to families and children.

Ensure client cases are distributed evenly among case managers. Monitor caseloads and work of case managers to ensure policy deadlines are being met.

Oversee quality assurance efforts by reviewing new applications, conducting file audits, and reviewing case manager filing, and assigning case managers auditing duties.

Job Duties:

Submit bi-weekly timesheets on time and accurately.

Submit leave request forms as needed on time and accurately.

Submit travel reimbursement forms as needed.

Schedule staff and approve and submit bi-weekly payroll time reports and leave forms.

Approve and submit monthly transportation and travel reimbursement requests for staff for which accountable to the Director.

Submit weekly and monthly reports on time.

Respond to any inquiries and return messages within 48 hours of returning to the office.

Plan and facilitate regular unit meetings (at least monthly).

Participate in quarterly statewide meetings, agency meetings, facility meetings, or community meetings as needed.

Review orders and submit packing slips to Director when shipments of materials are received.

Ensure staff complete RODCA reports.

Review case manager caseload FACTS Ticklers monthly to ensure that reviews and other case management duties are done in a timely fashion and in accordance with state child care policy.

Research and review improper payment suspicions and submit verifications proving overpayment or misuse to the Director.

Prepare for and attend client grievance hearings as needed.

Monitor record keeping and filing of case managers.

Visit outreach sites on a quarterly basis.

Answer and interpret policy questions for case managers and clients as needed.

Review all new applications and audit 10 case files per month and submit findings to Director.

Printed Name: _____

Signature: _____

Date: _____