

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 Provider Services
Program:	Connect Child Care Resource & Referral
FLSA Class:	Exempt
Position Accountable to:	Director - Connect CCR&R, Executive Director
Position(s) Accountable for:	Provider Support Specialist, Provider Case Manager, and Administrative Assistant
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.</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>

Adapt to flexible schedule as required (including evening and weekend work if needed).

Mentor staff and early childhood community.

Be supportive 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, 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 employment, at the end of the 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 the 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 team meetings, meeting with small groups, meeting with individuals, emailing, verbal notification, or via written

correspondence.

Develop a training plan for new team members and oversee and/or provide their training.

Schedule staff and monitor staff attendance.

Program

Oversee all program activities and grant requirements related to both the Policy and Procedure Manual related to the provider 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.

Oversee the approval of provider Safety and Curriculum grants by approving or denying applications, completing purchase orders for grant requests, reviewing applications and corrective action plans to ensure materials requested are within grant guidelines, and correspond with providers in regards to further information needed, denials, or approvals.

Oversee the provider payment process by approving payment forms and conducting quality checks on payment forms and data entered.

Assist with the repayment process for misuse of funds and services by clients and providers.

Oversee the Provider Orientation and processing of new provider applications.

Recruit child care providers.

Educate and promote the importance of quality child care by partnering with businesses and educating the community.

Oversee quality assurance efforts by conducting file audits.

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.

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

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

Participate in 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.

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

Monitor record keeping and filing of Provider Case Manager and Provider Support Specialist.

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

Audit 10 client case files per month and submit findings to Director.

Audit 10 provider case files per month and submit findings to Director.

Review and approve payment forms and approve provider payments in the FACTS system two times weekly (Tuesdays and Fridays) before the state deadline.

Review and approve or deny provider Safety and Curriculum Grant forms within 5 days of receipt. Research requested items and determine if they are a prudent use of funds, qualify for safety and curriculum funds, and if they are within the grant guidelines. Process purchase orders for grant checks if approved and forward to the Director. Complete correspondence to the provider explaining approval or denial. Review receipts once items are purchased with the funds to ensure money is spent correctly and within the approved timeframe.

Keep accurate records of providers that have received grant funds, providers that have received safety equipment, and providers that have not sent in receipts for approved purchases.

Monitor and review the Provider Orientation and materials for the class to ensure the most up to date and correct information is being provided. Assist with scheduling classes and signing up potential providers for classes. Conduct quality checks of the training.

Visit outreach provider orientation classes on a quarterly basis.

Conduct quality checks on the data entry of provider applications.

Attend job fairs, community fairs, set up displays, hang fliers, and pass out information recruiting providers.

Complete and submit press releases to local media promoting provider recruitment efforts.

Send 10 letters per month to local businesses or community organizations to promote the importance of quality child care and to encourage businesses to partner with child care.

Printed Name: _____

Signature: _____

Date: _____