

# 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>	Link Child Care Resource & Referral
<b>FLSA Class:</b>	Non-Exempt
<b>Position Accountable to:</b>	Supervisor, Director – Link 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>	Not required
<b>Provisional Employment Period:</b>	6 months

### Capabilities/Skills:

Able to organize and prioritize work effectively; work collaboratively and effectively in team environments; and maintain a high level of confidentiality; provide excellent customer service.

Reliable, responsible, dependable, and flexible.

Demonstrate excellent verbal and written communication skills; computer experience, specifically in MS Office; general knowledge of office machines.

Demonstrate excellent customer service skills.

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

Must pass a pre-employment drug test.

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

Able to travel when needed.

Have access to dependable transportation.

Attention to detail with ability to perform assignments efficiently and accurately.

Ability to lift reams of paper, provider files and grant/curriculum safety equipment.

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

Ability to engage effectively with the public and community.

**Essential Responsibilities:**

**Agency**

Adhere to the National Association for the Education of Young Children (NAEYC) Code of Ethics.

Promote unity and teamwork within Link Child Care Resource & Referral (Link CCR&R) program and River Valley Child Development Services (RVCDS).

Complete Individual Staff Development Plan (ISDP) requirements annually.

Follow and promote agency philosophy and mission.

Follow all Agency policies and procedures.

Work effectively within a diverse environment.

Keep supervisor informed on all relevant matters.

Submit bi-weekly timesheets in accordance with River Valley Child Development Services (RVCDS) policies and procedures.

Submit a leave request form when requesting time off in accordance with RVCDS policies and procedures.

Submit transportation reimbursement forms monthly when claiming mileage and/or parking/toll fees paid while performing job responsibilities in accordance with RVCDS policies and procedures.

Submit other forms as requested in accordance with RVCDS policies and procedures.

**Program**

Meet expectations of the West Virginia Department of Health and Human Resources (WVDHHR), Bureau of Children and Families (BCF), Division of Early Care and Education (ECE) Policy and Procedure Manual for Child Care Resource and Referral Services (Hereto referred to as the Policy and Procedure Manual) as it applies to this position.

Participate in monthly provider unit meetings.

Attend monthly Link CCR&R staff meetings.

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

Build rapport, develop constructive and cooperative working relationships with providers and maintain them over time.

Serve as back-up receptionist as needed.

Participate with provider unit in Provider Appreciation Day.

Serve as a notary for CCR&R.

Answer provider questions regarding payment; investigate problems and notify supervisor of any delays in payment; provide technical assistance to providers who need help in accurately completing request for payment forms.

Count provider payment forms for accuracy; assist in reviewing and verifying accuracy of provider payment forms prior to supervisor approval.

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.

Send 13 day notices to potential providers following provider orientation regarding direct deposit including FACTS ID number and grant information; complete information on S: drive.

Add quarterly payment training schedule to S: drive.

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

Input provider payment forms into FACTS on a monthly basis; send follow-up provider letters (TA and/or nonpayment); save nonpayment letters in FACTS and create a contact in the case.

Respond to provider inquiries regarding their request for payment, assist with Lost Check Affidavit Forms as needed and any or other issues, if applicable.

Respond to WVDHHR regarding returned checks, if applicable.

Collect and report statistical data as required on a monthly basis.

Maintain current Provider Services Agreements in provider files using PSA excel spreadsheet for tracking.

Obtain copies of licenses for out of state child care centers and get new Provider Services Agreements.

Participate with unit in recruiting quality providers in every county on an ongoing basis to build the supply of family, family facility, and center providers.

Prepare income verification for providers when requested.

Participate on committees relevant to program/projects as requested.

Meet the expectations of Child Care Policy.

Regular travel within an assigned region.

**Other Job Responsibilities:**

Take provider complaints as needed.

Serve as back-up for distribution of in-stock grant items for providers.

Process daily mail and take to the post office at the end of each day.

Serve as back-up to refer potential providers for regulatory training.

Serve as back-up to conduct **new child care** provider payment training when needed **under special circumstances**.

Any other duties assigned by the Executive Director, Director – Link CCR&R, Supervisor.

Staff Signature: \_\_\_\_\_

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