

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 – Provider Services
Program:	Link Child Care Resource & Referral
FLSA Class:	Exempt
Position Accountable to:	Director – Link CCR&R, Executive Director
Position(s) Accountable for:	Secretary, Provider Technical Support Specialist, Case Managers if applicable
Purpose of Position:	Supervise staff to ensure compliance with Child Care Policy and Procedures 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
Provisional Employment Period:	6 months
Pre-Employment Requirement:	Must pass drug screening and have acceptable background check

<p>Capabilities/Skills:</p> <p>Able to organize, prioritize work effectively and be self-directed; work collaboratively and effectively in team environments; and maintain a high level of confidentiality.</p> <p>Reliable, responsible, and dependable.</p> <p>Demonstrate excellent verbal and written communication and computer skills including knowledge of word processing and spreadsheet software.</p> <p>Able to evaluate and/or prepare statistical reports in a timely manner.</p> <p>Able to use independent thinking skills to assess situations, adapt, troubleshoot and determine possible solutions for a resolution in a fluid work environment.</p> <p>Able to work independently and follow through on assignments with minimal direction.</p>
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Able to act when answers to a problem are not readily apparent.

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

Must pass a drug screening before an employment offer is made.

Must be eligible to meet requirements of the STARS career pathway including becoming a STARS credentialed trainer.

Able to travel extensively and work flexible hours.

Have access to a dependable transportation and a personal credit card.

Ability to lift boxes of supplies and materials; items for fairs such as small tables, display boards and boxes of brochures and flyers for the table.

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 a bi-weekly timesheet in accordance with RVCDS policies and procedures.

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

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

Submit overnight travel requests in accordance with RVCDS policies and procedures when performing your job responsibilities requires overnight travel.

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

Program

Meet the expectations of the West Virginia Department of Health and Human Resources (WV DHHR) Bureau for Children and Families 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).

Submit monthly reports to Program Director by the 5th of each month.

Submit timesheet and leave request forms to Program Director in accordance with Program guidelines.

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

Receive client improper payments due to the client and worker error from Case Manager/Provider Services. Review to ensure all documentation is included, confirm that misuse occurred and verify amount calculated. Follow appropriate procedure and ensure payment plans are up-to-date and proper documentation is sent to WVDHHR finance department.

Review all situations of provider improper payments due to the provider and worker error. Follow appropriate procedure and ensure payment plans are up-to-date and proper documentation is sent to WVDHHR finance department.

Track manual payments and assure they are processed in a timely manner.

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

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

Process, approve and/or deny child care provider grants within 5 days of delivery; send requisitions to RVCDS; track quantities of in-stock grant items and submit to Director in October, January, April and July of each year.

Serve as liaison with WVDHHR Regulatory and Licensing staff.

Participate in health fairs to share information and for provider recruitment.

Oversee Provider Orientation training for family child care providers and facilities in eight

(8) county region; conduct as needed.

Oversee provider payment training for new and seasoned child care providers; conduct as needed.

Update provider referral list; provide referral list changes to Administrative Secretary to update the lists provided to clients and the public.

Establish and maintain cooperative working relationships with staff, co-workers, and state representatives.

Participate on committees relevant to program/projects as requested.

Frequent travel within an assigned region.

Staff Supervision

Conduct interviews, make recommendations for employment, train, supervise, evaluate and implement progressive discipline as needed in conjunction with direct supervisor for staff positions for which accountable (see above).

Facilitate the development of each staff person's ISDP in conjunction with the Program Director; submit to Program Director by July 15th of each year in accordance with RVCDS policies and procedures.

Complete annual staff evaluations and submit to Program Director by July 15th of each year.

Schedule staff to ensure necessary coverage during peak times.

Approve bi-weekly payroll timesheets and leave forms and submit to Program Director in accordance with RVCDS policies and procedures.

Approve monthly transportation and travel reimbursement requests and submit to Program Director by the 3rd of each month.

Assure all staff in unit is meeting expectations of the Policy and Procedure Manual and Child Care Policy.

Facilitate scheduling of Part 2 of staff orientation with Human Resources two (2) weeks prior to completion of 90-day period.

Completes 90 day and 6-month staff evaluations and submits to director two (2) weeks prior to completion of each provisional employment period.

Demonstrates conflict management skills.

Ability to apply critical thinking skills.

Monitor child care provider records for filing and blocking accuracy; conduct monthly audits of child care provider files and payment forms.

Conduct monthly unit meetings.

Other Job Responsibilities:

Update child care provider grant funds and equipment ledger.

Promote consumer education.

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

Cover the front desk as needed.

Takes client applications as needed during peak times and when a Case Manager is unavailable.

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

Staff Signature: _____

Date: _____