

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:	Case Manager
Program:	Link Child Care Resource & Referral
FLSA Class:	Non-Exempt
Position Accountable to:	Supervisor, Director – Link CCR&R, Executive Director
Position(s) Accountable for:	N/A
Purpose of Position:	Serve as Case Manager
Educational Requirements:	Bachelor's Degree in a human services or related field: social work, sociology, psychology, counseling, interpersonal communications, elementary or special education and behavioral science
Experiential Requirements:	Experience in a human services field is preferred
Additional Training Required:	Fulfill requirements of Individual Staff Development Plan (ISDP)
Drivers License, Liability Insurance, and Acceptable Driving Record:	May be required
Provisional Employment Period:	6 months
Pre-Employment Requirement:	Must pass drug screening and have acceptable background check

Capabilities/Skills:
<p>Able to organize and prioritize work effectively; work collaboratively and effectively in team environments; and maintain a high level of confidentiality</p> <p>Possess and demonstrate excellent customer service.</p> <p>Reliable, responsible, respectful and dependable.</p> <p>Possess and demonstrate excellent verbal and written communication and computer skills including knowledge of word processing and spreadsheet software.</p> <p>Must apply to and remain on the STARS registry.</p> <p>Able to travel when needed; travel required if assigned an outreach site and to cover outreach sites as needed; access to dependable transportation.</p> <p>Attention to detail with ability to perform assignments efficiently and accurately.</p> <p>May need to be able to move file cabinets, desks, bookcases, etc. and/or unload vehicles,</p>

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.

Complete Individual Staff Development Plan (ISDP) requirements annually.

Follow all agency policies and procedures and promote agency philosophy and mission.

Work effectively within a diverse environment.

Keep supervisor informed on all relevant matters.

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

Program

Participate in required meetings including but not limited to, staff and unit meetings.

Perform day-to-day administrative tasks such as maintaining information files and processing paperwork for caseload ranging from 150 -250 families.

Determine initial family eligibility for assistance through the WVDHHR certificate system within 14 days of application date.

Enter data in FACTS computer database within five (5) days of receipt.

Follow Child Care Policy procedures to: verify information received from families, conduct eligibility re-determination, utilize Income Calculation Spreadsheets, issue certificates, give notice of any negative action and submit case closures.

Guide families to make informed choices in selecting child care and refer families to child care providers.

Review FACTS Ticklers monthly to ensure caseload is current and up-to-date.

Review child care payment forms and sign in/out sheets prior to data entry.

Establish face-to-face contact with all new applicants within five (5) days of initial contact in counties without weekly outreach visits.

Collect and report statistical data on caseload monthly.

Participate on committees relevant to program/projects as requested.

Participate in case management quality assurance activities as assigned by supervisor.

Prepare for and attend grievance hearings as needed.

Assist with working at the front desk as needed.

Assist with maintaining the appearance of office lobby by keeping supplies organized and toys in designated storage bins.

Assist with recruiting clients and providers through community events, meetings, etc., as requested.

Cover outreach sites in the absence of the regularly scheduled case manager, as requested.

Complete RODCA time study reports.

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

Staff Signature: _____

Date: _____