

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:	Provider Case Manager
Program:	Connect Child Care Resource & Referral
FLSA Class:	Non-Exempt
Position Accountable to:	Supervisor, Director – Connect CCR&R, Executive Director
Position(s) Accountable for:	N/A
Purpose of Position:	Serve as Provider Outreach Specialist
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:	N/A
Drivers License, Liability Insurance, and Acceptable Driving Record:	Required
Additional Required Certifications/Tests/Licenses	N/A
Provisional Period:	Six months
Pre-Employment Requirement:	Must pass drug screening and have acceptable background check

Capabilities/Skills:
<p>Able to organize, work collaboratively in team environments, and maintain high level of confidentiality and customer service.</p> <p>Able to be reliable, responsible and dependable. Ability to adapt to a fluid work environment.</p> <p>Possess excellent verbal, written communication and computer skills.</p> <p>Have access to dependable travel.</p> <p>Ability to follow directions.</p> <p>Attention to detail and completes assignments accurately and efficiently.</p> <p>Must successfully pass a pre-employment drug screening.</p> <p>Must have an acceptable Criminal Investigation Background (CIB) check, may require Child</p>

Protective Services (CPS) check.

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

Ability to lift reams of paper, case files, outreach materials, grant/curriculum safety equipment.

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

Essential Responsibilities:

General

Adhere to NAEYC Code of Ethics.

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

Keep supervisor informed on all relevant matters.

Complete the ISDP requirements.

Program

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

Lead the unit in provider and program recruitment events including but not limited to Provider Appreciation, job fairs, and other provider recruitment activities.

Maintain paper files of provider registration and correspondence information following policies and procedures established by the WV DHHR.

Follow procedures for document retention as established by the WV DHHR and cooperate with WV DHHR staff annually to ensure paper records are purged appropriately.

Participate in quality assurance activities monthly as required.

Serve as back up receptionist.

Serve as a backup Case Manager.

Review childcare payment forms and sign in/out sheets prior to data entry. Serve as a back up to enter provider payment forms into the FACTS system.

Providing technical assistance to providers who need help in accurately completing payment forms. Provide payment retraining for seasoned providers as needed.

Lead unit in recruiting quality providers in an ongoing basis to build the supply of family,

family facility, and center providers within the four county region.

Travel within an assigned region as needed.

Participate on committees and attend meetings relevant to program/projects as requested including but not limited to Regional Collaboration Meetings and Provider Quarterly Meetings.

Any other duties assigned by the Executive Director, Director, and Supervisor.

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

Lead New Provider Orientation for potential childcare providers.

Lead Provider Payment Training and ensure the most up to date materials and correct information is being provided. Schedule classes and sign-up potential providers for classes.

Assist childcare providers by connecting them to resources such as the childcare food program.

Assist potential childcare providers by helping them navigate the WV Cares background check system.

Maintain up to date social media posts for the program.

Assist with TRAILS by cleaning and riding on the van as needed.

Job Duties:

Prepare and submit bi-weekly timesheets on time and accurately.

Prepare and submit leave request forms if needed on time and accurately.

Prepare and submit travel request forms if needed.

Complete RODCA reports.

Process payments through FACTS to providers caring for eligible families within five (5) days of receipt of payment forms if serving as a backup.

Collect and report statistical data on providers monthly.

Enter provider data into FACTS after they attend orientation and send notice to WV DHHR Regulatory Specialists and supervisor within 5 days of orientation.

Attend monthly staff meetings.

Attend unit meetings as required.

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

Printed Name: _____

Signature: _____

Date: _____