

River Valley Child Development Services

A leader in providing high quality early childhood care and education services
for children, families and communities

Job Description

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| Position: | Provider Support Specialist |
| 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 Support Specialist |
| Educational Requirements: | AA or equivalent in communications, statistics, business, public relations, human relations, technology, or a related field. |
| Experiential Requirements: | Experience in a relevant field is preferred |
| Additional Training Required: | N/A |
| Drivers License, Liability Insurance, and Acceptable Driving Record: | May Require |
| 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:

Able to organize, work collaboratively in team environments, and maintain high level of confidentiality and customer service.

Able to be reliable, responsible and dependable. Ability to adapt to a fluid work environment.

Possess excellent verbal, written communication and computer skills.

Have access to dependable travel if needed.

Ability to follow directions.

Attention to detail and completes assignments accurately and efficiently.

Must successfully pass a pre-employment drug screening.

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

Participate with unit in provider and program events including but not limited to Provider Appreciation, job fairs, and provider recruitment.

Develop procedures to ensure that improper payments are identified and reported to the supervisor.

Notify supervisor of any suspected overpayments to child care providers and when problem payments arise resolve them as instructed by supervisor.

Issue manual payment requests to the WV DHHR when instructed by Supervisor to do so.

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 provider records and payments quality assurance activities monthly as required.

Serve as back up receptionist as needed.

Review and enter provider payment forms into the FACTS system.

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

Providing technical assistance to providers who need help in accurately completing payment forms.

Respond to providers calling about payments with appropriate and accurate information.

Respond to inquiries from the WV DHHR regarding returned checks by providing the correct address from the FACTS provider records as needed.

Assist providers with completing and submitting the Lost Check Affidavit forms as needed.

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

Maintain current Provider Services Agreements in provider files.

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.

Assist with preparation or attending community outreach opportunities including but not limited to job fairs, health fairs, and community events.

Enter provider intake and closure information into the FACTS system.

Notify case managers and supervisors of provider closures and reinstatements as needed.

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.

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.

Review all payment forms prior to data entry.

Complete correspondence to providers explaining errors on payment forms or requesting additional information from providers.

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.

Conduct payment form audits on childcare centers 2 times per year.

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: _____