

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/Provider Services
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/Provider Services
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:	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; provide excellent customer service.</p> <p>Reliable, responsible, dependable, and flexible.</p> <p>Demonstrate excellent verbal and written communication skills; computer experience, specifically in MS Office; general knowledge of office machines.</p> <p>Demonstrate excellent customer service skills.</p> <p>Must have an acceptable Criminal Investigation Background (CIB) check, may require Child Protective Services (CPS) check.</p> <p>Must pass a pre-employment drug test.</p> <p>Must apply to and remain on the STARS registry.</p>

Able to travel when needed for provider orientation training and to cover outreach sites as needed.

Have access to dependable transportation.

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

Ability to lift reams of paper, case files, outreach material 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.

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

Participate in monthly family and provider unit meetings.

Attend monthly Link CCR&R staff meetings.

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

Follow policies, timeframes and management information systems required by the WVDHHR.

Maintain a caseload of a maximum of 75 to 100 families.

Establish face-to-face contact with all new applicants within five (5) days of initial contact in counties with weekly outreach sites.

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 approval of application.

Follow Child Care Policy procedures to: verify information received from families, conduct six-month 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.

Assist families in securing appropriate financial, health, social and family support services.

Accept referrals from the WVDHHR, TANF and WV Works.

Cooperate with local WVDHHR staff to find appropriate child care for all WV Works participants.

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

Complete RODCA reports.

Collect and report statistical data on caseload monthly.

Participate on committees relevant to program/projects as requested.

Meet the expectations of Child Care Policy.

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

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

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

Assist in participating in health fairs to share information and for provider recruitment.

Conduct Provider Orientation training for family child care providers and facilities in eight (8) county region.

Enter new provider intakes (from completed Provider Orientation training sessions) into FACTS and forward application to the appropriate DHHR regulatory staff.

Conduct provider payment training for new and seasoned child care providers.

Review situations of client improper payments (misuse) and request provider sign in/out sheets if not already accompanying the submission. Calculate amount due to the WVDHHR. Submit all paperwork and documentation to Supervisor – Provider Services.

In the absence of the Supervisor – Provider Services, act as designated case manager to assist others with complaints against providers.

Other Job Responsibilities:

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.

Prepare for and attend grievance hearings as needed.

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

Staff Signature: _____

Date: _____