

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-Major Grant
Program:	Connect Child Care Resource & Referral
FLSA Class:	Exempt
Position Accountable to:	Director - Connect CCR&R, Executive Director
Position(s) Accountable for:	Case Managers, Provider Support Specialists and Administrative Secretary
Purpose of Position:	Supervise staff to ensure compliance with the Policy and Procedure 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
Additional Required Certifications/Tests/Licenses:	N/A
Provisional Period:	Six months

Capabilities/Skills:
<p>Able to organize and be self-directed, work collaboratively and lead team environments, facilitate group activities and maintain high level of confidentiality and customer service.</p> <p>Reliable, responsible, dependable and flexible.</p> <p>Work effectively within a diverse environment.</p> <p>Ability to apply critical thinking skills, use professional judgement, and utilize strong decision making skills.</p> <p>Demonstrates conflict management skills.</p> <p>Engage effectively with the public; able to foster collaborative relationships.</p> <p>Provide professional customer service.</p> <p>Possess excellent leadership skills.</p>

Able to evaluate and/or prepare financial and statistical reports in a timely manner as needed.

Ability to adapt, troubleshoot and present solutions in a fluid work environment.

Possess excellent verbal and written communication skills, including knowledge of word processing and spreadsheet software.

Ability to follow directions.

Complete assignments efficiently and accurately with attention to details.

Adapt to flexible schedule as required (including evening and weekend work if needed).

Mentor staff and early childhood community.

Be supportive, respectful, and productive role model for the agency and program.

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 WV STARS career pathway.

Able to travel extensively and work flexible hours.

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

Ability to lift reams of paper, case files and office furniture, etc. and/or unload vehicles, as needed or requested.

Essential Responsibilities:

Agency

Adhere to NAEYC Code of Ethics.

Promote unity and teamwork within Connect Child Care Resource & Referral (Connect 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.

Keep supervisor informed on all relevant matters.

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).

Oversee all activities of Case Managers, Provider Support Specialists, and Administrative Secretary to ensure they follow the Policy and Procedure Manual and grant requirements as related to their positions.

Act as a liaison and professionally communicate with partners such as: agency staff, members of Early Care and Education, and facility staff.

Participate on committees and/or attend meetings relevant to program.

Travel as needed in an assigned region.

Participate in monthly staff meetings.

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

Oversee the operations at outreach locations including but not limited to scheduling employees to work at the locations and acting as a liaison between the program and the hosting site.

Assist other Connect employees when their supervisor is not available.

Promote consumer education and assist families by referring them to other local, state, and federal programs. Coordinate with other agencies in offering services to families and children.

Ensure client cases are distributed evenly among case managers. Monitor caseloads and work of case managers to ensure policy deadlines are being met.

Oversee the provider payment process by approving payment forms and conducting quality checks on payment forms and data entered.

Assist with the repayment process for misuse of funds and services by clients and providers by submitting verifications and repayment investigations to the Director.

Oversee quality assurance efforts by reviewing new applications, conducting file audits, and reviewing case manager filing, and assigning case managers auditing duties.

Send out notifications to staff if a provider is closed or denied as needed.

Any other duties as assigned by the Executive Director and program Director.

Staff Supervision

Participate in interviews and make recommendations for employment.

Supervise, evaluate and implement progressive discipline as needed in conjunction with Director for staff positions for which accountable.

Complete performance evaluations on each unit member after 30 days of new employment, at the end of the new hire's probationary period, and annually.

Facilitate the development of the *Individual Staff Development Plan* for all staff positions for which accountable based on the needs identified when completing performance evaluations in conjunction with the Director.

Communicate staff issues, planning, and other unit and/or program matters to the Director.

Approve monthly transportation and travel reimbursement requests for staff for which accountable. Forward approved requests to the Director by the end of the first working day of each month.

Approve bi-weekly timesheets and leave forms for staff and forward to the Director.

Effectively communicate with staff and keep them up to date with program changes, unit changes, concerns, or new policies or procedures by conducting unit meetings, meetings with small groups, meetings with individuals, emailing, verbal notification, or via written correspondence.

Develop a training plan for new team members and oversee or provide their training.

Schedule staff and monitor staff attendance.

Submit bi-weekly timesheets, leave forms, and travel reimbursement forms to the Director on time and accurately.

Submit monthly statistical reports to the Director by no later than the 1st of each month.

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

Plan and facilitate regular team meetings (at least monthly).

Participate in quarterly statewide meetings, agency meetings, facility meetings, or community meetings as needed.

Ensure staff complete RODCA reports.

Review case manager caseload FACTS Ticklers monthly to ensure that reviews and other case management duties are done in a timely fashion and in accordance with state child care policy.

Research and review improper payment suspension and submit verifications proving

overpayment or misuse to the Director.

Prepare for and attend client grievance hearings as needed to the State Hearings Board, notify ECE of scheduling order and decision. Prepare for and attend hearings.

Monitor record keeping and filing of Case Managers and Provider Support Specialists.

Visit outreach sites for which direct reporting staff are attending on a quarterly basis.

Answer and interpret policy questions for case managers and clients as needed.

Review and audit 5 client case files per month and 5 provider files per month and submit findings to Director by the 1st of each month.

Monitor and review the Provider Payment Training and materials for the class to ensure the most up to date and correct information is being provided. Assist with scheduling classes and signing up potential providers for classes. Conduct quality checks of the training.

Review the Provider Services Agreement log to ensure paperwork is kept up to date.

Review and approve payment forms and approve provider payments in the FACTS system two times weekly (Tuesdays and Fridays) before the state deadline.

Additional Duties

Serve as a backup for attending community outreach events such as job fairs, health fairs, and community events if needed.

Printed Name: _____

Signature: _____

Date: _____