

# River Valley Child Development Services

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

## Job Description

<b>Position:</b>	Provider Support Specialist II
<b>Program:</b>	Connect Child Care Resource & Referral
<b>FLSA Class:</b>	Non-Exempt
<b>Position Accountable to:</b>	Supervisor, Director – Connect CCR&R, Executive Director
<b>Position(s) Accountable for:</b>	N/A
<b>Purpose of Position:</b>	Serve as Provider Support Specialist
<b>Educational Requirements:</b>	AA or equivalent in communications, statistics, business, public relations, human relations, technology, or a related field.
<b>Experiential Requirements:</b>	Experience in a relevant field is preferred
<b>Additional Training Required:</b>	N/A
<b>Drivers License, Liability Insurance, and Acceptable Driving Record:</b>	May Require
<b>Additional Required Certifications/Tests/Licenses</b>	N/A
<b>Provisional Period:</b>	Six months
<b>Pre-Employment Requirement:</b>	Must pass drug screening and have acceptable background check

<b>Capabilities/Skills:</b>
<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 if needed.</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 Protective Services (CPS) check.</p> <p>Be registered on the WV STARS training registry.</p>

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 childcare 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 all provider payment forms into the FACTS system within 5 days of receipt.

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.

Maintain current Provider Services Agreements in provider files.

Participate on committees and attend meetings relevant to program/projects as requested including but not limited to Regional Collaboration Meetings. Assist with preparation or attending community outreach opportunities, including but not limited to job fairs, health fairs, and community events.

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

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

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

Distribute health and safety equipment to providers and complete all necessary paperwork showing providers' receipt of the items. Inventory items and advise Director if items need replenished.

**Job Duties:**

Prepare and submit bi-weekly timesheets and leave requests via Paycom on time and accurately.

Prepare and submit travel request forms if needed.

Complete RODCA reports.

Review all payment forms and process payments through FACTS for providers caring for eligible families within five (5) days of receipt of payment forms.

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

Collect and report statistical data on providers monthly.

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

Attend monthly staff meetings and unit meetings.

Respond to inquiries and return messages within 48 hours.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_