

# MountainHeart

## Job Description

Job Title: Case Management Specialist  
Department: Child Care Resource and Referral – Region V  
Reports to: Subsidy and Resource Coordinator  
FLSA Status: Non-exempt  
OSHA Category: Category 3

Summary: Support the subsidy team with strengthening case management operations and processes.

### **Essential Duties and Responsibilities:**

- Assist with onboarding, training, coaching, and mentoring case managers
- Plan and implement training on topics such as Child Care Subsidy Policy, quality customer service, staff well-being, and time management
- Review Case Manager Audit reports for error trends and staff training opportunities
- Educate and support case managers in providing community resources and linkages
- Utilize social media and other forms of advertisement to provide information to parents on available child care subsidies and eligibility requirements
- Assist with compiling and submitting Single Agency Audits
- Assist with compiling and submitting essential worker, SOR reports and additional reports as required
- Assist with generating outcome reports and graphs to share with staff
- Assist with intakes and reviews as assigned
- Assist with auditing and entering of provider payment forms
- Provide guidance and information on suspected fraud cases
- Assist in the preparation process of referrals to Investigations and Fraud Management
- Assist with repayment agreements and reports
- Assist with Improper payment prevention strategies for Case Managers
- Assist with provider Corrective Action Plans
- Assist the Community Outreach and Resource Specialist in creating awareness of the CCR&R Program for parents in need of child care services
- Attend and participate in ongoing meetings, trainings or webinars as required
- Maintain confidentiality at all times
- Other duties as assigned

### **Supervisory Responsibilities:**

This position has no supervisory responsibilities

May 18, 2022

ALL PERSONNEL ARE AT WILL EMPLOYEES

MountainHeart Community Services, Inc. is an Equal Opportunity Employee

**Competencies:**

- Quantity – Completes work in timely manner; works quickly
- Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality – Is consistently at work when scheduled and on time.
- Dependability – Follows instructions, responds to management direction.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of the knowledge, skill, and/or ability required. Some computer skills including Microsoft Word, FACTS, and Excel. Excellent telephone skills, and ability to use office equipment. Must have good recall memory, organizational and listening skills.

**Education and Experience:**

Bachelor's degree in social work, sociology, psychology, counseling, interpersonal communications, elementary or special education or behavioral science. Thorough knowledge of child care policies and field. APS/CPS check and a clear criminal background check with no charges related to child abuse and neglect, domestic violence, or drug charges.

**Language Skills:**

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from groups of managers, clients and the general public.

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to sit. The employee is frequently required to stand and reach. The employee is occasionally required to climb or balance. May travel on a regular basis to outreach sites. The employee must occasionally lift and/or move up to 50 pounds.

**Work Environment:**

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet.

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**Employee Signature**

**Date**

May 18, 2022

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