



## 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 subsidy team by 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 childcare 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 provider payment forms.
- Provide guidance and information on suspected fraud cases.
- Assist in the preparation process of referrals to Investigation and Fraud Management.
- Assist with repayment agreements and reports.
- Assist with Improper Payment prevention strategies with case managers.
- Assist with provider correction 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 and webinars, as required.
- Refers all suspected cases of child abuse and neglect to WV DoHS

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- Adhere to duties as listed in WV DoHS Child Care Resources and Referral Policies and Procedures
- Maintain confidentiality at all times.
- Perform other duties as assigned to enhance, improve, and accomplish the agencies mission and strategic goals.
- Collaborate with agency colleagues to reach agency goals and objectives.
- Participate in agency committees, as needed.

**Supervisory Responsibilities:** There are no supervisory responsibilities with this position.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in a 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.
- Empathy – Values the feelings of others to ensure pleasant workplace relationships and customer satisfaction.
- Teamwork – Go above and beyond your essential task and collaborate with colleagues to achieve agency goals and results.

### **Core Values**

To perform this job successfully, you must adhere to the agencies core values:

- |                      |                 |
|----------------------|-----------------|
| • Empathy/Compassion | • Inclusiveness |
| • Teamwork           | • Considerate   |
| • Equality           | • Innovation    |
| • Respect            | • Ethics        |

### **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, Excel and PATH. Excellent telephone skills, and ability to use office equipment, Must have good recall memory, organizational and listening skills.

### **Education and/or Experience:**

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Bachelor's Degree in social work, sociology, psychology, counseling, interpersonal communications, elementary or special education or behavioral science. Thorough knowledge of child care policies.

Must have valid West Virginia driver's license; APS/CPS check and a clear criminal background check with no charges related to child abuse and neglect, domestic violence, or drug charges. Must be bondable.

**Language Skills:**

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from, clients, customers, and the public.

**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 this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand. The employee is frequently required to sit, reach, hear and talk. The employee may occasionally lift and/or move up to 25 pounds.

**Work Environment:**

The noise level in the work environment is usually quiet with the inside temperature in offices kept at a comfortable level of 70 degrees.

Frequent and extensive travel within the service delivery area is required. The employee may also be required to travel within and outside of the State of West Virginia. Nontraditional work hours may be required to meet the contractual obligations.

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Employee Signature

Date

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