



Job Description

Job Title: Provider Engagement Specialist
Department: Child Care Resource and Referral – Region V
Reports To: Subsidy and Resource Coordinator
FLSA Status: Non-Exempt
OSHA Category: Category 3

Summary: Responsible for engaging with child care providers and facilitating ongoing provider support groups, round table discussions, and networking opportunities. Assist with the coordination of provider recruitment, retention and other quality assurance services.

Essential Duties and Responsibilities:

- Engage child care providers in developing support groups and building strong networking connections.
- Plan and facilitate round table discussions with providers on a variety of relevant topics at least three (3) times a year.
- Responsible for tracking repayment information and submitting to DHHR.
- Assist in coordination and oversight of provider recruitment and retention activities.
- Assist Provider Support Specialist with the WV Cares process, as needed.
- Assist Provider Support Specialist with WV STARS pre-service registration and on-going WV STARS support.
- Assist with the planning and implementation of provider appreciation activities.
- Maintain a regional provider listserv and post relevant information, as directed.
- Respond to provider inquiries about returned checks and Lost Check Affidavits.
- Educate providers on the benefit of FACTS PLUS Accounts.
- Assist providers in the registration process for direct deposit.
- Assist with scheduling and conducting provider orientation and payment training, as needed.
- Connect child care providers with relevant resources.
- Advise child care providers on current funding and grant opportunities.
- Assist the Community Outreach and Resource Specialist in creating awareness of the CCR&R Program and help with planning and preparation of PR events.
- Attend and participate in ongoing trainings, as required.
- Refer all suspected cases of child abuse and neglect to WV DoHS

Mission Statement: *“Working together with individuals, families, and communities to provide resources for a better life”*

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

Supervisory Responsibilities: This position has no supervisory responsibilities.

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

Employee Signature

Date

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