

MountainHeart

Job Description

Job Title: Provider Support Specialist
Department: Child Care Resource and Referral
Reports To: Subsidy & Resource Coordinator and Program Director
FLSA Status: Non-exempt
OSHA Category: Category 3

Summary: Assist potential child care providers with the WV Clearance for Access Registry and Employment Screening (WV CARES) process. Requires extensive travel throughout the fifteen-county region. Proficient in computer and internet technology. Assist with child care provider orientation, provider payment process, and case management duties as directed.

Essential Duties and Responsibilities:

- Provide face-to-face consultation to assist potential child care providers in the navigation of the WV CARES process
- Respond to drop-in or telephone inquiries of anyone interested in becoming a subsidized child care provider
- Offer technical support and assistance in the implementation of all facets of the WV CARES process
- Knowledgeable in website navigation
- Follow up with potential provider questions or inquiries
- Serve as the liaison or point of contact between WV CARES and the Child Care Resource and Referral Program
- Compile potential provider data and generate statistical outcome reports
- Conduct the potential provider orientation
- Assist with public relation activities for provider recruitment and quality child care
- Utilize the Child Care Resource and Referral resource directory to offer referrals and resources to providers
- Assist with processing provider payment forms
- Assist with case management duties such as the determination of eligibility for child care and processing of child care applications
- Attend required meetings, trainings, or webinars
- Maintain confidentiality at all times
- Other duties as assigned

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 timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

April 3, 2019

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- 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 knowledge of 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/or Experience:

Bachelor's degree in childhood education, psychology, special education, social work, or related field. Must have valid 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.

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 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 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.

Employee Signature

Date

April 3, 2019

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