



Job Description

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

Summary: Assist potential childcare providers with the WV Clearance for Access Registry and Employment Screening (WV CARES) process. Travels extensively throughout the fifteen-county region. Proficiency in computer and internet technology. Assist with childcare provider orientation, provider payment training and case management duties, as directed.

Essential Duties and Responsibilities:

- Provide consultation to potential childcare providers in the navigation of the WV CARES process
- Respond to inquiries by individuals who are interested in becoming a subsidized childcare provider
- Offer technical support and assistance in all the facets of the WV CARES process
- Possess extensive knowledge in website navigation
- Follow up with potential provider questions and 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 provider orientation as needed
- Assist with public relations activities
- Utilize the CCR&R resource directory to offer referrals and resources to providers
- Assist with processing provider payment forms
- Assist with case management duties
- Attend required meetings, trainings, or webinars
- Maintain confidentiality
- Refer all suspected cases of child abuse and neglect to WV DoHS
- Adhere to duties as listed in WV DoHS Child Care Resources and Referral Policies and Procedures

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

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- Perform other duties as assigned to enhance, improve, and accomplish the agency’s mission and strategic goals
- 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 knowledge of Microsoft Word, Excel, Power Point and PATH. Excellent telephone skills. Ability to use and maintain office equipment. Maintain a safe, clean, and functional office work environment. Must have good memory, organizational and listening skills.

Education and/or Experience:

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

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Must have a valid West Virginia driver's license; clear criminal background with no charges related to child abuse, 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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