

# MountainHeart

## Job Description

**Job Title:** Subsidy & Resource Coordinator  
**Department:** Child Care Resource and Referral  
**Reports To:** Program Director  
**FLSA Status:** Exempt  
**OSHA Category:** Category 3

**Summary:** Assist Program Director with all aspects of the childcare subsidy program.

### Essential Duties and Responsibilities

- Assist Program Director with the coordination, quality assurance and management of the Subsidy Division of the CCR&R program.
- Assist Program Director with supervision of all childcare subsidy staff, making recommendations to the Program Director on employment, promotion, disciplinary action, or termination.
- Complete on-going observations and evaluations of (Subsidy) Supervisors.
- Visit all offices in Child Care Region 5 on a regularly scheduled basis for quality review including conducting case audits, observing intakes, monitoring billing training, etc.
- Assist Supervisors in providing subsidy training to new Case Managers as needed.
- Act as the liaison between CCR&R 5 and the WV DHHR Division of Early Care and Education for subsidy questions and issues.
- Coordinate with the Quality Control Audit Specialist to determine training needs of the Subsidy Team and schedule training as indicated by the program audits or at the Program Director's request.
- Investigate complaints regarding the subsidy program & report findings to the Program Director.
- Compile all subsidy reports and yearly narratives and submit to the Program Director for approval.
- Conduct yearly childcare needs assessments.
- Administer Health and Safety Grant per guidelines.
- Provide information on Subsidy Team activities to the Program Director.
- Consult with the Program Director to receive feedback, advisement and approval.
- Assist in providing new hire orientation and on-boarding paperwork.
- Assist in planning, organizing conferences, professional development, and facilitating meetings.
- Review the need for outreach services and determine any needed changes on a quarterly basis.
- Ensure that resource directory and inventory is updated & submitted biannually as required by the CCR&R Policies and Procedures manual.
- Provide backup office coverage and case management services as needed.
- Enter data into the FacsPro system.
- Refer all suspected cases of child abuse and neglect DHHR.
- Maintain confidentiality.
- Perform other duties as assigned.

Updated: August 1, 2018

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## **Supervisory Responsibilities**

This position has supervisory duties.

## **Competencies**

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

- Quantity - Completes work in timely manner; works quickly.
- Quality – Complete activities without errors.
- 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 knowledge of Microsoft Word, FACTS, Excel and Power Point are mandated, in addition to excellent telephone skills and the ability to operate office equipment. The ability to interpret and communicate policy and procedures is critical. Maintain confidentiality.

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

Bachelor's degree required in early childhood, social work, sociology, psychology, counseling or related field. Social work license is preferred. Thorough knowledge of childcare policies. A minimum of two years of management/supervisory and project implementation experience is preferred.

Documentation of a 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 are required.

## **Language Skills:**

Basic language and application skills are required:

- The ability to write reports, business correspondence, and interpret procedure manuals
- Effectively present information, and respond to questions from managers, clients, customers, 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 stand. The employee is frequently required to sit and reach. The employee is occasionally required to climb or balance. The employee may occasionally lift and/or move up to 50 pounds.

Extensive travel required.

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**Work Environment:**

The characteristics described herein 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.

Frequent and extensive travel within the service delivery area is required.

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Employee Signature

Date