



Job Description

Job Title: Supervisor Assistant/Case Manager
Department: Child Care Resource and Referral – Region V
Reports To: Supervisor
FLSA Status: Non-Exempt
OSHA Category: Category 3

Summary: Determine childcare program eligibility for children and families. Assist with the monthly auditing of casework for new Case Managers. Connect families to resources and provide referrals. Assist Supervisor in training, coaching, and mentoring employees on specific job duties and quality customer service delivery.

Essential Duties and Responsibilities:

- Conduct and process childcare applications within the required timeframe
- Conduct and process reviews within required timeframes
- Assist with processing payment forms, as directed
- Follow state guidelines for program redetermination, certificate renewals and case closures
- Maintain concise and detailed documentation for each case file
- Provide resource and referral information and linkages to parents
- Assist with provider enrollment, as needed
- Complete monthly reports, as requested
- Audit casework of new Case Managers for their first 90 days of employment
- Submit audit reports to Supervisor
- Follow up on all case management errors
- Schedule and report safety drills according to agency requirements
- Schedule agency vehicle maintenance, as needed
- Audit agency vehicle logs monthly and submit to Supervisor
- Provide training, coaching, and mentoring to staff as assigned by Supervisor
- Approve provider payments, policy exceptions and case closures, as needed
- Assist with manual payments and repayment agreements
- Gather documentation for cases referred to the Investigation and Fraud Management (IFM), as needed
- Assist with monthly staff meetings, as directed

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

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- Attend meetings, as directed
- Participate in community outreach activities as assigned
- Adhere to WV DoHS Child Care Resource and Referral Policies and Procedures
- Refer all suspected case of child abuse and neglect to WV DoHS
- Maintain confidentiality
- 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: 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 agency's 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 knowledge of Microsoft Word, Excel and PATH. Excellent telephone skills, and ability to use office equipment. Must have good recall memory, organizational and listening skills.

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Education and/or Experience: Bachelor’s degree in childhood education, psychology, sociology, counseling, interpersonal communication, behavioral science, special education, or related field. Two years’ case management experience preferred.

Must have valid West Virginia driver’s license; clear criminal background with no charges related to child abuse and neglect, domestic violence or drug charges; and a 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.

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

Employee Signature

Date

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