



Job Description

Job Title: Supervisor and Audit Specialist
Department: Child Care Resource and Referral – Region V
Reports To: Program Director & Subsidy and Resource Coordinator
FLSA Status: Exempt
OSHA Category: Category 3

Summary: Responsible for supervising childcare staff in assigned office(s). Trains, coaches, and mentors employees on specific job duties and quality customer service delivery. Completes monthly case management audits.

Essential Duties and Responsibilities:

- Assist Program Director and Subsidy & Resource Coordinator with supervision and monitoring staff
- Make recommendations to the Program Director and Subsidy & Resource Coordinator on employment, promotion, disciplinary action, or termination
- Maintain a quality control process for case management services and a successful strategy to decrease and maintain error rate in case files to 0%
- Direct the daily activities and duties of staff
- Interpret and implement child care and agency policies
- Audit casework to ensure compliance
- Submit audit report to Program Director, Subsidy and Resource Coordinator and Supervisor
- Follow up on all case management errors to ensure corrections by the deadline
- Consult with Subsidy and Resource Coordinator and Supervisor to develop improvement plans on an individual basis to increase quality and accuracy in the case management process
- Ensure timelines are met
- Facilitate staff meetings on a regular basis
- Provide training, mentoring and advisement to staff
- Complete staff evaluations
- Complete supervisory duties in the PATH
- Follow up on provider and client complaints

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

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- Maintain close communication with Program Director and Subsidy & Resource Coordinator
- Assume Case Manager duties in absence of Case Manager
- Complete and submit monthly reports
- Provide new hire orientation and complete on-boarding paperwork.
- Attend meetings as directed
- Participate in assigned workgroups
- Present information on the childcare subsidy program and the importance of quality childcare to various groups.
- 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
- 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: Supervise staff in assigned office(s).

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 |

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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 human services, early childhood or related field and a thorough knowledge of childcare policies.

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 contractual requirements.

Employee Signature _____ Date _____

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