

# MountainHeart

## Job Description

**Job Title:** Case Manager  
**Department:** Child Care Resource and Referral  
**Reports To:** Supervisor  
**FLSA Status:** Non-exempt  
**OSHA Category:** Category 3

**Summary:** Determine childcare program eligibility for children and families. Connect families to resources and provide referrals.

### **Essential Duties and Responsibilities:**

- Establishing face to face contact with all new child care applicants and processing applications within the required time frame after receipt of verifications.
- Conduct and process reviews, with a zero error rate within required time frames per State and Federal regulations.
- Conduct case audits on a scheduled basis, reviewing for errors and improper payments, making needed corrections, as directed.
- Process payment forms in a timely manner, per state regulations.
- Follow state guidelines for program redetermination.
- Follow state guideline for renewal certification.
- Close cases as program guidelines require.
- Assist with the provider enrollment process as needed.
- Complete monthly reports within time frames, per guidelines.
- Attend and participate in ongoing trainings and meetings, including monthly conference calls, as required.
- Maintain concise and detailed documentation on each case file, both electronic and paper.
- Provide referral information to parents, linking them to needed resources.
- 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.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.

Updated: February 14, 2022

ALL PERSONNEL ARE AT WILL EMPLOYEES

MountainHeart Community Services, Inc. is an Equal Opportunity Employer

**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, sociology, counseling, interpersonal communications, behavioral science, 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.

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Employee Signature

Date