

## MountainHeart Job Description

**Job Title:** Provider Engagement Specialist  
**Department:** Child Care Resource and Referral  
**Reports To:** Program Director  
**FLSA Status:** Non-exempt  
**OSHA Category:** Category 3

**Summary:** Responsible for engaging with child care providers and facilitating ongoing provider support groups, round table discussions, and networking opportunities. Assist with the coordination of provider recruitment, retention and other quality assurance services.

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

- Engage child care providers in developing support groups and building strong networking connections
- Plan and facilitate round table discussions with providers on a variety of relevant topics
- Assist in the coordination and oversight of provider recruitment and retention activities
- Assist Provider Support Specialist with the WV CARES process as needed
- Assist Provider Support Specialist with WV STARS pre-service registration and on-going WV STARS support
- Assist with the planning and implementation of provider appreciation activities
- Respond to provider inquiries about returned checks and Lost Check Affidavits
- Educate providers on the benefits of FACTS Plus accounts
- Assist providers in the registration process for Direct Deposit
- Assist with scheduling and conducting provider orientation and payment training
- Assist with processing provider payment forms
- Connect child care providers with relevant resources
- Advise child care providers on current funding and Grant opportunities
- Assist the Community Outreach and Resource Specialist in creating awareness of the CCR&R Program, and help with the planning and preparation of PR events
- Attend and participate in ongoing meetings, trainings or webinars as required
- Maintain confidentiality at all times
- Other duties as assigned

### **Supervisory Responsibilities:**

This position has no supervisory responsibilities

December 13, 2021

ALL PERSONNEL ARE AT WILL EMPLOYEES

MountainHeart Community Services Incorporated is an Equal Opportunity Employee

**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.

**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 Microsoft Word, FACTS, Excel and virtual platforms such as Microsoft Teams and Zoom. Excellent telephone skills, and ability to use office equipment. Must have good recall memory, organizational and listening skills.

**Education and Experience:**

Bachelor’s degree in human services or related field or early care and education or child development. Thorough knowledge of child care policies and field. 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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform 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

December 13, 2021

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