

# MountainHeart

## Job Description

**Job Title:** Supervisor Assistant/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. Assist with the monthly auditing process, connect families to resources and provide referrals. Assist Supervisor in training, coaching and mentoring employees on specific job duties and how to deliver quality customer service.

### Essential Duties and Responsibilities:

- Establish 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
- Assist with the processing of payment forms as directed
- Follow state guidelines for program redetermination, certificate renewals and close cases following child care policy guidelines
- Maintain concise and detailed documentation in each case file, both electronic and paper
- Provide referral and resource information to parents, linking them to needed resources
- Assist with provider enrollment as needed
- Complete monthly reports as requested
- Audit an assigned number of cases
- Submit an audit report to Program Director, Supervisor/Case Management Coordinator
- Follow-up on all case management errors to ensure corrections are made in the established time frame
- Assist with Performance Improvement Plans for staff as directed by Supervisor
- Provide training, coaching and mentoring to staff as assigned by Supervisor
- Attend meetings as directed
- Maintain confidentiality at all times.
- Other duties as assigned

### Supervisory Responsibilities:

There are no supervisor responsibilities with this position.

### 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 June 1, 2023

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, Excel and FACTS. 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. Two years case management experience preferred. 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, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of 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 sit. The employee is frequently required to stand and reach. The employee is occasionally required to climb or balance. May need to travel to outreach sites or office sites. The employee may 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. While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles. This position requires sitting, standing, balancing, climbing, crawling, kneeling, overhead work, driving, and crouching, among other physical functions. The noise level in the work environment is usually quiet.

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Employee Signature

Date