

# MountainHeart

## Job Description

**Job Title:** Supervisor and Audit Specialist  
**Department:** Child Care Resource and Referral  
**Reports To:** Program Director  
**FLSA Status:** Exempt  
**OSHA Category:** Category 3

**Summary:** Trains, coaches, and mentors employees on specific job duties and how to deliver the best customer service possible. Assists case managers in reducing the audit error rate by completing monthly case management audits.

### Essential Duties and Responsibilities

- Maintain a quality control process for case management services and a successful strategy to decrease and maintain the error rate in case and provider files to 0%.
- Interpret and implement child care and agency policies.
- Audit the assigned number of cases to ensure compliance with Child Care Policy
- Submit audit report to Program Director and Supervisor and Case Management Auditing Coordinator
- Follow up on all case management errors to ensure corrections are made in the established time frame
- Consult with the Supervisor and Case Management Auditing Coordinator to develop improvement plans on an individual's basis to increase quality and accuracy in the case management process.
- Oversees the flow and designated time frames of all program processes
- Facilitate staff meetings on a regular basis
- Provides training, mentoring and advisement to staff
- Complete annual and random staff evaluations.
- Complete supervisory duties in the FACTS system.
- Follow up on client and provider complaints.
- Maintain close communication with Program Director
- Assume case manager duties in absence of Case Manager, as needed.
- Complete and submit monthly reports.
- Attend meetings as directed.
- Maintain Confidentiality at all times.
- Other duties as assigned.

### Supervisory Responsibilities

Supervise staff in assigned office/s.

### Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

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- 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 knowledge of Microsoft Word, FACTS and Excel. 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 child care policies.

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 other professionals, 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 stand. The employee is frequently required to sit and reach. The employee is occasionally required to climb or balance. The employee may occasionally lift and/or move up to 50 pounds.

Extensive travel required.

**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

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