



## 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 PATH 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.
- Perform other duties as assigned to enhance, improve, and accomplish the agency's mission and strategic goals.
- Maintain confidentiality.

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

ALL PERSONNEL ARE AT WILL EMPLOYEES  
MountainHeart Community Services, Inc. is an Equal Opportunity Employer

- 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        |

**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, PATH 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. Thorough knowledge of child care policies and a minimum of one year supervisory and/or leadership experience.

**Education and/or Experience:**

Must have a bachelor's degree in human services or related field or early care and education or child development. The definition of related fields includes social work, sociology, psychology, counseling, interpersonal communications, elementary or special education, and behavioral science.

Must have valid West Virginia driver’s license; clear criminal background and APS/CPS check must be bondable.

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

ALL PERSONNEL ARE AT WILL EMPLOYEES  
 MountainHeart Community Services, Inc. is an Equal Opportunity Employer

**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.

---

Employee Signature

Date

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

ALL PERSONNEL ARE AT WILL EMPLOYEES  
MountainHeart Community Services, Inc. is an Equal Opportunity Employer