



## Job Description

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

**Summary:** Responsible for supervision of child care staff in assigned office/s. Coordinates case management and quality assurance services in the subsidy and case management divisions. Provides training, coaching and mentoring to employees on how to deliver the best customer service possible. Assists case managers in reducing the audit error rate. Works closely with other regional Supervisors to implement and maintain quality control services.

### Essential Duties and Responsibilities:

- Assist Program Director with supervision and monitoring of case management staff and maintain close communication.
- Assist Program Director and Supervisors/Audit Specialist in executing quality control for case management services and implementing a successful strategy to decrease and maintain the error rate in case files to 0%.
- Direct the daily activities and duties of case management staff.
- Interpret and implement child-care and agency policies.
- Oversees the flow and designated time frames of all program processes.
- Facilitate staff meetings on a regular basis.
- Provides training, coaching, mentoring and advisement to case management staff.
- Complete annual and random staff evaluations.
- Complete supervisory approvals in the PATH system.
- Follow up on client and provider complaints.
- Assume case manager duties in absence of Case Manager, as needed.
- Complete and submit monthly reports.
- Attend meetings as directed.
- Coordinate auditing assignments with Supervisor/Audit Specialists and complete required audits per month to ensure compliance with policy.
- Generate outcome reports and graphs to share with staff.
- Develop Improvement Plans for Case Managers on an individual basis to increase quality and accuracy in case management process.
- Report findings/errors of the monthly audits to the Program Director, Supervisor/Auditing Specialists and Case Managers.

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

- Follow-up on all case management errors to ensure corrections have been made and documented by an established time frame.
- Meet or discuss with the Program Director on an ongoing basis to discuss key issues and outcomes of audits and error rate percentages.
- Receive monthly case manager error rate reports for review and make recommendations for corrections, one on one mentoring, or training.
- Schedule site visits per office to review electronic and paper files, provide technical support and discuss policy issues with Supervisor and Case Managers.
- Assist Supervisors in providing one on one or group training to newly hired case managers.
- Plan and develop annual and on-going case management and policy training for Supervisors and Case Managers.
- Assist Supervisors with corrective action plans and improvement strategies for Case Managers.
- Serve as the liaison or point of contact to make inquiries for staff to the DoHS Child Care Program Specialists about policy interpretation or issues. Share responses with appropriate staff.
- Assist in the coordination of the single agency audits. Compile and review requested documents prior to submission to state staff.
- Perform other duties as assigned to enhance, improve, and accomplish the agency's mission and strategic goals.
- Maintain confidentiality.
- Collaborate with agency colleagues to reach agency goals and objectives.
- Participate in agency committees as needed.

**Supervisory Responsibilities:**

Supervise staff in assigned offices/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.

*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

**Core Values**

To perform this job successfully, you must adhere to the agencies core values:

- Empathy/Compassion
- Teamwork
- Equality
- Respect
- Inclusiveness
- Considerate
- Innovation
- 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, Power Point and Excel. Excellent telephone skills and ability to use office equipment. Must have good recall 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.

**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