

River Valley Child Development Services

A leader in providing high quality early childhood care and education services
for children, families and communities

Job Description

Position:	Provider Support Specialist
Program:	Link Child Care Resource & Referral
FLSA Class:	Non-Exempt
Position Accountable to:	Supervisor, Director – Link CCR&R, Executive Director
Position(s) Accountable for:	N/A
Purpose of Position:	Provide technical support to child care providers
Educational Requirements:	AA/or equivalent in communications, statistics, business, public relations, human relations, technology or a related field
Experiential Requirements:	Experience in relevant field is preferred
Additional Training Required:	Fulfill requirements of Individual Staff Development Plan
Drivers License, Liability Insurance, and Acceptable Driving Record:	Required
Provisional Employment Period:	6 months
Pre-Employment Requirement:	Must pass drug screening and have acceptable background check

<p>Capabilities/Skills:</p> <p>Able to organize and prioritize work effectively; work collaboratively and effectively in team environments; and maintain a high level of confidentiality</p> <p>Possess and demonstrate excellent customer service.</p> <p>Reliable, responsible, respectful and dependable.</p> <p>Possess and demonstrate excellent verbal and written communication and computer skills including knowledge of word processing and spreadsheet software.</p> <p>Must apply to and remain on the STARS registry.</p> <p>Able to travel when needed; access to dependable transportation.</p> <p>Attention to detail with ability to perform assignments efficiently and accurately.</p> <p>May need to be able to move file cabinets, desks, bookcases, etc. and/or unload vehicles, as needed or requested.</p> <p>Ability to engage effectively with the public and community.</p>

Essential Responsibilities:

Agency

Able to organize and prioritize work effectively; work collaboratively and effectively in team environments; and maintain a high level of confidentiality

Possess and demonstrate excellent customer service.

Reliable, responsible, respectful and dependable.

Possess and demonstrate excellent verbal and written communication and computer skills including knowledge of word processing and spreadsheet software.

Must apply to and remain on the STARS registry.

Able to travel when needed; travel required if assigned an outreach site and to cover outreach sites as needed; access to dependable transportation.

Attention to detail with ability to perform assignments efficiently and accurately.

May need to be able to move file cabinets, desks, bookcases, etc. and/or unload vehicles, as needed or requested.

Ability to engage effectively with the public and community.

Program

Participate in required meetings including but not limited to, staff and unit meetings.

Perform day-to-day administrative tasks such as maintaining information files and processing paperwork.

Build rapport, develop constructive and cooperative working relationships with providers and maintain them over time.

Serve as back-up to front desk when needed.

Participate with provider unit in Provider Appreciation Day.

Serve as a notary for CCR&R.

Answer provider questions regarding payment; investigate problems and notify supervisor of any delays in payment; provide technical assistance to providers who need help in accurately completing request for payment forms.

Count provider payment forms for accuracy; assist in reviewing and verifying accuracy of provider payment forms prior to supervisor approval.

Notify supervisor of any suspected overpayments to child care providers and when problem payments arise and resolve them as instructed by supervisor.

Issue manual payment requests to the WVDHHR when instructed by supervisor to do so.

Maintain paper files of provider registration and correspondence information; follow procedures for document retention and cooperate with WVDHHR staff annually to ensure paper records are purged appropriately.

Enter data into FACTS computer database within five (5) days of receipt.

Participate in provider records and payments quality assurance activities monthly as required.

Input and maintain multiple databases.

Send 13-day notices to potential providers following provider payment training regarding direct deposit including FACTS ID number and grant information; complete information on S: drive.

Add quarterly payment training schedule to S: drive.

Increase accuracy of payments by reviewing all payment forms prior to data entry.

Input provider payment forms into FACTS monthly; send follow-up provider letters (TA and/or nonpayment); save nonpayment letters in FACTS and create a contact in the case.

Respond to provider inquiries regarding their request for payment.

Assist with Lost Check Affidavit Forms as needed and any or other issues, if applicable.

Respond to WVDHHR regarding returned checks, if applicable.

Collect and report statistical data as required monthly.

Maintain current Provider Services Agreements in provider files using PSA excel spreadsheet for tracking.

Participate with unit in recruiting quality providers in every county on an ongoing basis to build the supply of family, family facility, and center providers.

Serve as back-up to conduct potential provider introduction training and payment training in eight (8) county region; process paperwork per ECE guidelines.

Prepare income verification for providers when requested.

Maintain process manual.

Assist providers with WV CARES and WV STARS as needed.

Participate on committees relevant to program/projects as requested.

Meet the expectations of Child Care Policy and Policies and Procedure Manual.

Take provider complaints as needed.

Process daily mail and take to the post office at the end of each day; when not able to do so, arranges for it to be processed and taken by another trained staff person.

Any other duties assigned by the Executive Director, Director – Link CCR&R, Supervisor.

Staff Signature: _____

Date: _____