

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:	Supervisor – Family Services
Program:	Link Child Care Resource & Referral
FLSA Class:	Exempt
Position Accountable to:	Director – Link CCR&R, Executive Director
Position(s) Accountable for:	Case Managers
Purpose of Position:	Supervise the case managers to ensure compliance with Policy and Procedure Manual and oversee subsidy system
Educational Requirements:	Bachelor's degree in child development, early care and education, human services or a related field; related field is social work, sociology, psychology, counseling or interpersonal communications
Experiential Requirements:	Two years of experience in early childhood and experience in a management positions or a leadership position in the field of early childhood
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

Capabilities/Skills:

Able to organize, prioritize work effectively and be self-directed; work collaboratively and effectively in team environments; and maintain a high level of confidentiality.

Reliable, responsible, respectful and dependable.

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

Able to evaluate and/or prepare statistical reports in a timely manner.

Able to use independent thinking skills to assess situations, adapt, troubleshoot and determine possible solutions for a resolution in a fluid work environment.

Able to work independently and follow through on assignments with minimal direction.

Able to take action when answers to a problem are not readily apparent.

Must be eligible to meet requirements of the STARS career pathway including becoming a STARS credentialed trainer, if needed.

Able to travel extensively and work flexible hours.

Have access to a dependable transportation and a personal credit card.

May need to be able to lift boxes of supplies and materials.

Ability to engage effectively with the public and community.

Essential Responsibilities:

Agency

Adhere to the National Association for the Education of Young Children (NAEYC) Code of Ethics.

Promote unity and teamwork within Link Child Care Resource & Referral (Link CCR&R) program and River Valley Child Development Services (RVCDS).

Complete Individual Staff Development Plan (ISDP) requirements annually.

Follow all Agency policies and procedures and promote agency philosophy and mission.

Work effectively within a diverse environment.

Keep supervisor informed on all relevant matters.

Submit all forms as requested in accordance to RVCDS policies and procedures.

Program

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

Submit monthly reports to Program Director by the 5th of each month.

Submit timesheet and leave request forms to Program Director in accordance with Program guidelines.

Prepare for and attend WVDHHR grievance hearings.

Establish and maintain cooperative working relationships with staff, co-workers, and state representatives.

Participate on committees relevant to program/projects as requested.

Frequent travel within an assigned region.

Staff Supervision

Conduct interviews, make recommendations for employment, train, supervise, evaluate and implement progressive discipline as needed in conjunction with direct supervisor for staff positions for which accountable (see above).

Facilitate the development of each staff person's ISDP in conjunction with the Program Director; submit it and other annual forms, including annual evaluation, to Program Director by July 25th of each year in accordance with RVCDS policies and procedures.

Schedule staff to ensure office coverage.

Approve bi-weekly timesheets and leave forms and submit to Program Director with RVCDS policies and procedures.

Approve monthly transportation and travel reimbursement requests and submit to Program Director by the 3rd of each month.

Oversee all activities of case managers, including but not limited to: approval of case work, ensure RODCA reports are completed, review FACTS ticklers monthly, monitor new applications, reviews, and general record keeping, visit outreach sites and arrange substitutes as needed for Boone, Lincoln, Mason, Mingo, Putnam and Wayne counties, answer questions and interpret policies.

Assure all staff in unit is meeting expectations of the Policy and Procedure Manual and Child Care Policy.

Facilitate scheduling of Part 2 of staff orientation with Human Resources two (2) weeks prior to completion of 90 day period.

Completes 90 day and 6 month staff evaluations and submits to Program Director two (2) weeks prior to completion of each provisional employment period.

Demonstrates conflict management skills.

Ability to apply critical thinking skills.

Audit family records monthly.

Review FACTS ticklers.

Conduct monthly unit meetings.

Verify child care provider payment forms in FACTS computer system within 72 hours of delivery, if needed in absence of Supervisor – Provider Services.

Assist director as liaison with WVDHHR.

Promote consumer education.

Assist families in securing appropriate financial, health, social and family support services through referral and coordination with other local, state and federal programs.

Covers the front desk as needed.

Takes client applications as needed during peak times and when a Case Manager is unavailable.

Any other duties assigned by Executive Director, Director - Link CCR&R.

Staff Signature: _____

Date: _____