

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:	Case Manager
Program:	Connect Child Care Resource & Referral
FLSA Class:	Non-Exempt
Position Accountable to:	Supervisor, Director – Connect CCR&R, Executive Director
Position(s) Accountable for:	N/A
Purpose of Position:	Serve as Case Manager
Educational Requirements:	Bachelor's Degree in a human services or related field: social work, sociology, psychology, counseling, interpersonal communications, elementary or special education and behavioral science
Experiential Requirements:	Experience in a human services field is preferred
Additional Training Required:	Fulfill requirements of Individual Staff Development Plan
Drivers License, Liability Insurance, and Acceptable Driving Record:	May Require
Provisional Period:	Six months

Capabilities/Skills:
<p>Able to organize, work collaboratively in team environments, and maintain high level of confidentiality and customer service.</p> <p>Able to be reliable, responsible and dependable. Ability to adapt to a fluid work environment.</p> <p>Possess excellent verbal, written communication and computer skills.</p> <p>Have access to dependable travel if needed.</p> <p>Ability to follow directions.</p> <p>Attention to detail with ability to perform assignments efficiently and accurately.</p> <p>Must successfully pass a pre-employment drug screening.</p> <p>Must have an acceptable Criminal Investigation Background (CIB) check, may require Child Protective Services (CPS) check.</p> <p>Must be eligible to meet requirements of the STARS career pathway.</p>

Ability to lift reams of paper, case files, outreach materials, grant/curriculum safety equipment.

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

Essential Responsibilities:

General

Adhere to NAEYC Code of Ethics.

Follow and promote agency philosophy and mission; promote unity and teamwork within program and agency.

Keep supervisor informed on all relevant matters.

Complete the ISDP requirements.

Program

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

Follow policies, timeframes and management information systems required by the WVDHHR.

Effectively maintain a caseload of 150 to 250 families.

Follow Child Care Policy Procedures to: verify information received from families, conduct eligibility re-determination, utilize Income Calculation Spreadsheets, issue certificates, give notice of any negative action and submit case closures.

Guide families to make informed choices in selecting child care and refer families to child care providers.

Assist families in securing appropriate financial, health, social and family support services by referring them to community resources.

Cooperate with local WVDHHR staff to find appropriate child care for all WV Works participants. Accept referrals from the WVDHHR, TANF and WV Works.

Participate in case management quality assurance activities as assigned by supervisor or Director.

Travel within an assigned region if needed/requested.

Participate on committees relevant to program/projects as requested.

Any other duties assigned by the Executive Director, Director of Connect CCR&R, or Supervisor.

Attend trainings, conferences and program in-services for professional development as required.

Attend outreach visits and assist clients if assigned an outreach location.

Serve as a substitute for the front desk receptionist, TRAILS associate, or as a case manager at an outreach location when needed.

Assist with preparation or attending community outreach opportunities including but not limited to job fairs, health fairs, and community events.

Job Duties:

Prepare and submit bi-weekly timesheets on time and accurately.

Prepare and submit leave request forms as needed on time and accurately.

Prepare and submit travel request forms as needed.

Establish face-to-face contact with all new applicants within five (5) days of initial contact (if a weekly outreach is in place).

Determine initial family eligibility for assistance through the WVDHHR certificate system within 14 days of application date.

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

File documents in the correct blocking order according to Child Care Policy and Procedure.

Set and review FACTS Ticklers monthly to ensure caseload is current and up-to-date.

Review all child care payment forms and sign in/out sheets prior to data entry.

Complete RODCA reports.

Prepare for and attend grievance hearings as needed.

Collect and accurately report statistical data on caseload monthly.

Provide consumer education to families.

Research and review improper payment suspension and submit verifications proving overpayment or misuse to the Director.

Return phone calls within 48 hours of returning to office.

Printed Name: _____

Signature: _____

Date: _____