



## Job Description

**Job Title:** Case Manager  
**Department:** Child Care Resource and Referral – Region V  
**Reports To:** Supervisor  
**FLSA Status:** Non-Exempt  
**OSHA Category:** Category 3

**Summary:** Determine child care program eligibility for children and families. Connect families to resources and provide referrals.

### Essential Duties and Responsibilities:

- Establishing face to face contact with all new childcare applicants and processing applications within the required timeframe after receipt of verifications
- Conduct and process reviews with 0% error rate and within the required timeframes, per State and Federal regulations
- Conduct case audits on a scheduled basis, reviewing for errors and improper payments, making needed corrections, as directed
- Audit and process payment forms in a timely manner, per state regulations.
- Follow state guidelines for program redeterminations
- Follow state guidelines for renewal certifications
- Close cases as program guidelines require
- Conduct provider orientation and payment training for potential new childcare providers
- Complete monthly reports within the timeframe, per guidelines
- Attend and participate in ongoing training and meetings, including monthly conference calls, as required
- Maintain concise and detailed documentation on each case file, both electronic and paper
- Provide referral information to parents, linking them to needed resources
- Provide outreach service
- Refers all suspected case of child abuse and neglect to WV DoHS
- Adhere to duties as listed in WV DoHS Child Care Resources and Referral Policies and Procedures
- Maintain confidentiality

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

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- Perform other duties as assigned to enhance, improve, and accomplish the agency's mission and strategic goals
- Collaborate with agency colleagues to reach agency goals and objectives.
- Participate in agency committees as needed

**Supervisory Responsibilities:** This position does not have any supervisory responsibilities.

### **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 knowledge of Microsoft Word, Excel, Power Point and PATH. 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.

### **Education and/or Experience:**

Bachelor's degree in childhood education, psychology, special education, social work, or related field.

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Must have a valid West Virginia driver's license; clear criminal background with no charges related to child abuse, domestic violence or drug charges; and a clear APS/CPS check. 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.

Travel within the service delivery area is required. The employee may also be required to travel within and outside of the State of West Virginia. Nontraditional work hours may be required to meet the contractual obligations.

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Employee Signature

Date

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