



Job Description

Job Title: Provider Engagement and Support Specialist
Department: Child Care Resource and Referral
Reports To: Program Director
FLSA Status: Non-exempt
OSHA Category: Category 3

Summary: Responsible for engaging with child care providers and facilitating ongoing provider support groups, round table discussions, and networking opportunities. Actively recruit quality child care providers in every county throughout Region VI, assist potential providers with the WV Clearance for Access Registry and Employment Screening (WV CARES) process, complete child care provider orientation, and coordinate the provider enrollment process. Educate and assist child care providers on Grant opportunities, and process Health & Safety Grant applications.

Essential Duties and Responsibilities:

- Engage child care providers in developing support groups and building strong networking connections.
- Plan and facilitate round table discussions with providers on a variety of relevant topics.
- Coordinate and oversee provider recruitment and retention activities.
- Respond to drop-in or telephone inquiries of anyone interested in becoming a subsidized child care provider.
- Offer technical support and assistance in the implementation of all facets of the WV CARES process.
- Serve as the liaison or point of contact between WV CARES and the Child Care Resource and Referral Program.
- Schedule and conduct potential provider orientation, enrollment and the payment process.
- Compile potential provider data and generate statistical outcome reports.
- Assist providers with WV STARS pre-service registration and on-going WV STARS support.
- Assist with the planning and implementation of provider appreciation activities.
- Respond to provider inquiries about returned checks and Lost Check Affidavits.
- Educate providers on the benefits of WV PATH for Providers Self-Service Optum accounts.
- Assist providers in the registration process for Direct Deposit.
- Connect child care providers with relevant resources.
- Advise child care providers on current funding and Grant opportunities.
- Review and process Health & Safety Grant applications.

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- Assist the Community Outreach and Resource Specialist in creating awareness of the CCR&R Program and help with the planning and preparation of PR events.
- Attend and participate in ongoing meetings, trainings or webinars as required.
- 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:

This position does not have 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 the knowledge, skill, and/or ability required. Some computer skills including Microsoft Word, Excel and virtual platforms such as Microsoft Teams and Zoom. Excellent telephone skills, and ability to use office equipment. Must have good recall memory, organizational and listening skills. Have a good rapport with child care providers and knowledge of community resources preferred.

Education and/or Experience:

Bachelor's degree in human services or related field or early care and education or child development. Related fields include social work, sociology, psychology, counseling, interpersonal communications, elementary or special education, and behavioral science.

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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

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