



Job Description

Job Title: Supervisor Assistant/Case Manager
Department: Child Care Resource and Referral
Reports To: Supervisor
FLSA Status: Exempt
OSHA Category: Category 3

Summary: Determine childcare program eligibility for children and families. Assist with the monthly auditing process, connect families to resources and provide referrals. Assist Supervisor in training, coaching and mentoring employees on specific job duties and how to deliver quality customer service.

Essential Duties and Responsibilities:

- Establish face to face contact with all new child care applicants and processing applications within the required time frame after receipt of verifications.
- Conduct and process reviews, with a zero error rate within required time frames per State and Federal regulations.
- Assist with the processing of payment forms as directed.
- Follow state guidelines for program redetermination, certificate renewals and close cases following child care policy guidelines.
- Maintain concise and detailed documentation in each case file, both electronic and paper.
- Provide referral and resource information to parents, linking them to needed resources.
- Assist with provider enrollment as needed.
- Complete monthly reports as requested.
- Audit an assigned number of cases.
- Submit an audit report to Program Director, Supervisor/Case Management Coordinator.
- Follow-up on all case management errors to ensure corrections are made in the established time frame.
- Assist with Performance Improvement Plans for staff as directed by Supervisor.
- Provide training, coaching and mentoring to staff as assigned by Supervisor.
- Attend meetings as directed.
- 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.

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

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Supervisory Responsibilities:

This position has back-up supervisory responsibilities in assigned office.

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
- Teamwork
- Equality
- Respect
- Inclusiveness
- Considerate
- Innovation
- 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 knowledge of Microsoft Word, Excel and PATH. Excellent telephone skills, and ability to use office equipment. Must have good recall memory, organizational and listening skills. Thorough knowledge of child care policies and a minimum of one year supervisory and/or leadership experience.

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.

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.

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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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