MOUNTAIN HEART
Community Services, Inc.
"Together We Can"

Job Description

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

Summary: Determine childcare 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 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.
- Conduct case audits on a scheduled basis, reviewing for errors and improper payments, making needed corrections, as directed.
- Process payment forms in a timely manner, per state regulations.
- Follow state guidelines for program redetermination.
- Follow state guideline for renewal certification.
- Close cases as program guidelines require.
- Complete monthly reports within time frames, per guidelines.
- Attend and participate in ongoing trainings 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.
- 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. Computer skills including knowledge of Microsoft Word, and Excel. Excellent telephone skills, and ability to use office equipment. Must have good recall memory, organizational and listening skills. Knowledge of PATH and case management experience 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.

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