

JOB DESCRIPTION

JOB TITLE: CHILD CARE SERVICES (CCS) COORDINATOR

GENERAL DESCRIPTION

This position is responsible for the coordination of all Child Care Services activities in the region. Working with local providers and employers, elected officials, and through the Workforce Centers, the position will operate at both a professional and management level. Monitors and evaluates programs, staff, employers, and subcontractors. The Coordinator has primary responsibility for meeting all childcare program goals and performance measures. The Coordinator is under the supervision of the Director of Workforce Programs.

EXAMPLES OF SPECIFIC WORK PERFORMED

- Recommend and oversee the CCS budget.
- Monitor all CCS staff activities.
- Direct supervision of the CCS Client Services Manager.
- Rule on contract award and participant eligibility issues under the terms of the applicable agency policies.
- Conducts agency community relation efforts in assigned communities.
- Works with local employers to develop child care services opportunities.
- Negotiates services contracts with service providers.
- Manages local inter-agency relations and liaison with local Board of Directors and Workforce Board members in assigned communities.
- Assists with the development of workforce program plans.
- Assists with the development and implementation of program policies and procedures.
- Provides and or coordinates training to staff on all aspects of child care programs.
- Performs other related duties as assigned by the Director of Workforce Programs.
- Files all client appeals and represents CCS during appeal hearings when CCS Client Service Manager is not available.

Experience and Education:

Prefer a bachelor's degree from an accredited four-year college or university with major work in child development or social work, plus three (3) years of full-time child development or social service experience in a social service agency. One year of the required experience must have been in an upper-level supervisory position. Prior direct experience may be substituted for education on a two for one basis.

Knowledge, Skills, and Abilities:

Must have working knowledge of Microsoft Word and Excel. Detail and service orientation with excellent oral, computation and written skills required. Must be able to work effectively with all customers of the child care system.

SPECIAL REQUIREMENTS

Will require in-region and out-region travel; will be required to attend workshops and training that will require overnight lodging and carpooling, must have current driver's license and proof of vehicle insurance for approved travel.

JOB DESCRIPTION

JOB TITLE: CHILD CARE CLIENT SERVICES (CCS) MANAGER

GENERAL DESCRIPTION:

Work involves reviewing and correction of data captured on the automated child care system. Supervise CCS client service workers, review client file documentation for accuracy, consistency, and completeness; retrieves information from CCS system. Trains and provides technical assistance to CCS Case Managers I II-III in performing client and provider eligibility, tracking and review system. Generate and coordinate preparation and documentation of automated data processing procedures. Recommends enhancements for service delivery approaches and case management methods; works under the general direction of the Director of Workforce Programs with extensive latitude for initiative and independent judgment.

EXAMPLES OF SPECIFIC WORK PERFORMED

- Verify that eligibility determination was completed correctly and in a timely manner.
- Verify that all supporting eligibility documentation (forms, case notes, transcripts, check stubs, letters) is complete and supports determination of eligibility
- Verify that all case information in automation system matches case file information to ensure accuracy and that case note documentation supports case activity
- Verify that cases were determined within allowable timeframes
- Verify that changes and/or update information in case was completed timely and correctly, Verify that parent fees calculation and or adjustments
- Verify that documentation reflects parents are given information on their parent fees, provider choice and rights and responsibilities
- Verify that case/clients were funded and referred under correct fund codes
- Verify that case file reflects referral/forms to correct fund codes
- Verify that waivers/appeal process was followed when deemed necessary
- Verify that all supporting documentation for Parent Responsibility Agreement is complete, accurate and in case file.
- Verify that narrative documentation reflects any and all actions taken and follow-up on late copayment and /or excessive absences.
- Conduct a review of CCS program components four times a year using a Self-Assessment Tool. Discuss findings and submit reports to program coordinator.
- Prepare weekly/monthly reports on discrepancies/error rates to be submitted to Program Coordinator.
- Meet with Supervisors on areas of concern for program planning and/or training of staff
- Provide training and/or technical assistance to staff on QA readings in order to improve the quality of case files.
- Performs other duties as assigned

EDUCATION AND EXPERIENCE:

A degree from an accredited four-year college or university plus one year of experience as a Client Services Representative. A degree from an accredited four-year college or university plus one year of experience as a Client Services Representative. One additional year of work experience in direct delivery of social services to families may be substituted for 30 college credit hours with a maximum substitution of two years.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the CCS system, intake process, funding process, referral process, TWC/CHOICES process, provider management and billing process

SPECIAL REQUIREMENTS

Overnight travel will be required (length depends on the situation) for the purpose of attending meetings, workshops, conferences, etc. Must be able to work flexible shifts; some evenings and Saturdays will be required. Must have current driver's license and proof of vehicle insurance for approved travel.

JOB DESCRIPTION

JOB TITLE: CHILD CARE SERVICES (CCS) PROVIDER SPECIALIST

GENERAL DESCRIPTION:

Primarily responsible for provider management support in the region. Work involves communication with day care facility staff relating to state and federal standards. Promotes cooperative efforts between individuals and community civic groups related to children and their needs. Assists in coordinating the delivery of day care services. Works under moderate supervision of the Coordinator of CCS with latitude for the use of initiative and independent judgment.

EXAMPLES OF SPECIFIC WORK PERFORMED:

- Provides information for providers concerning child care and all CCS issues, as needed.
- Responsible for conducting surveys and compiling results, as needed for improving child care services.
- May initiate, facilitate, and coordinate training opportunities for CCS staff.
- Collaborates with local colleges, universities, and agencies to maximize training opportunities.
- Monitors attendance for providers on a monthly/weekly basis.
- Assists in the development of provider agreements.
- May authorize the payment rates for services.
- Performs other duties as required.

EDUCATION AND EXPERIENCE:

Graduation from a high school or equivalent is required. Experience and education may be substituted for one another. Must be proficient in menu driven programs and able to work in Microsoft environment. A minimum of four years in child development experience is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

Must have working knowledge of Microsoft Word and Excel; ability to work well with the public; strong written and verbal communication skills; strong organizational skills; knowledge of child care practices and the relation of safe, healthy, and supportive environments to child growth and development, and of laws relating to day care requirements; ability to use evaluation instruments and provide technical assistance relative to day care services for children; must be able to foster communication between adults and children; to work with children in a group setting; and to plan, coordinate, evaluate, and participate in the training of day care staff.

SPECIAL REQUIREMENTS:

Overnight travel will be required (length depends on the situation) for the purpose of attending meetings, workshops, conferences, etc. Must be able to work flexible shifts; some evenings and Saturdays will be required. Must have current driver's license and proof of vehicle insurance for approved travel.

JOB DESCRIPTION

JOB TITLE: CCS CASE MANAGER I - II

GENERAL DESCRIPTION

Performs routine case management services. Work involves developing and maintaining long-term contact with clients, client families, and service providers for medical, social, educational, and related service needs. May coordinate the work of other staff. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Interviews clients or their authorized representatives to gather information to assess service needs.
Develops and implements service plans to meet client needs.
Coordinates service provider activities.
Provides ongoing case management and serves as a liaison between clients, client families, and service providers.
Identifies problem areas and service gaps.
Documents case records.
Assists supervisor in identifying areas that are barriers to services for clients.
Assists management on policy and procedures changes by providing recommendations.
May coordinate the work of other staff.
Performs related duties as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education:

Experience in social work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

Knowledge, Skills and Abilities:

Knowledge of community resources; of case management delivery systems; and of program policies and procedures.
Ability to communicate effectively; to assess client needs; and to coordinate client services.

SPECIAL REQUIREMENTS

Will require in-region and out-region travel; will be required to attend workshops and training that will require overnight lodging and carpooling; must have current driver's license and proof of vehicle insurance for approved travel.