

CCS Staff Job Descriptions



Job Description | 2019

"Assisting family successes through excellence in comprehensive early education and developmental services."

Job Title: Child Care Management Services (CCS) Director		Exempt
Grade Level: G-14	Division: Contract Care	Non-Exempt
SALARY: Minimum \$74,200/year	Midpoint - \$92,750/year	Maximum - \$111,300/year

Minimum Requirements:

- A bachelor's degree from an accredited college or university, and a minimum of five (5) years experience in a professional capacity **OR** a related Associate Degree with 10 years in a child care services support position that includes management experience.
- Two years of the required experience must have been in professional management.
- Experience consisting of planning, funds management, organizing, controlling, and directing the work of an organization or subdivision thereof, including the supervision of professional employees.
- Computer proficiency required, as well as good written and verbal communication skills.
- Access to reliable insured transportation.

Physical Requirements:

The physical requirements for this position 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.

- Frequent sitting;
- Repetitive use of hands; reaching and turning;
- Ability to lift up to 25 pounds; light lifting of supplies and materials;
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.

Responsibilities:

- Responsible for directing CCS operations toward the fulfillment of the CCS contract.
- Attend weekly departmental staff meetings, and other meetings as scheduled.
- Serve as Liaison between the company and the Local Workforce Development Board.
- Responsible for all CCS functions including client services, provider services, and financial management departments.
- Responsible for coordinating CCS policy and procedures development, implementation, and evaluation with Child Care Associates.
- Directly supervise CCS supervisors and indirectly supervise other departmental staff.
- Directly supervise other administrative support personnel.
- Responsible for collaboration and coordination between all CCS departments.
- Responsible for coordinating the hiring and evaluation processes of all CCS personnel.
- Coordinate communications with clients, providers, and other agencies.
- Attend and conduct training sessions as needed, including those scheduled out of town.

Job Title: Program Services Manager		Exempt
Grade Level: G-12	Division: Contract Care	Non-Exempt
SALARY: Minimum \$57,876/year	Midpoint - \$72,398/year	Maximum - \$86,920/year

Minimum Requirements:

- A bachelor's degree from an accredited college/university or a minimum of seven (7) years' experience in a professional capacity within a CCMS organization.
- One (1) year experience supervising staff performing professional social service work.
- Demonstrate skills to organize and implement plans to exceed all compliance requirements.
- Must possess excellent verbal and written communication skills and the ability to communicate and interact effectively with all levels of personnel, parents and external vendors with professionalism and diplomacy.
- Access to insured and reliable transportation;
- Computer proficiency required, as well as the ability to utilize Technology as an effective management and communication tool.
- Must be able to pass a pre-employment and/or periodic physical examination and a complete background check.

Physical Requirements:

The physical requirements for this position 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.

- Repetitive use of hands; reaching and turning;
- Ability to lift up to 30 pounds; light lifting of supplies and materials;
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.

Responsibilities:

- Develop and maintain a comprehensive program structure which ensures the daily operations of the CCMS meets program requirements.
- Supervises, trains and coaches managers and key staff.
- Resolves complex policy and procedural issues.
- Generate and track customer recoupment within the automated system.
- Coordinate activities within each unit of the CCMS.
- Responsible for the administration and management of funds in consort with the CCMS Director.
- Represent CCMS at local community and social services networks.

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- Responsible for assisting CCMS Director in overall program management and may serve as designated CCMS Director on an as-needed basis.
- Perform other related duties as assigned.

Preferred Skills:

- Bilingual abilities preferred;
- Previous management or supervisory experience with a staff of 5 or more.

BENEFITS PACKAGE INCLUDES:

Child Care Associates offers a competitive benefits package that is provided to all fulltime employees that include health, dental and life insurance coverage. Additional voluntary benefits are offered to all fulltime employees in addition to the core benefits package.

After completing one (1) year of service, the company contributes 4% of the employee's earnings to the 403(b) retirement plan. If the employee also elects to make a contribution to the plan, Child Care Associates will match half (50%) of the employee's contribution up to 4% of base salary.

Child Care Associates provides other benefits, which are outlined in the Staff Handbook, such as paid holidays, paid time off (PTO), as well as a Service Recognition Program.

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ACKNOWLEDGEMENT:

I have received a copy of my job description. My signature below acknowledges that I understand the requirements and expectations for this position.

Employee (Print) _____

Employee Signature _____ Date _____

Job Title: Client Services Manager - CCS		Exempt
Grade Level: G-11	Division: Contract Care	Non-Exempt
SALARY: Minimum \$51,410/year	Midpoint - \$64,236/year	Maximum -\$77,062/year

Minimum Requirements:

- Bachelor's degree from an accredited college or university with a minimum of two years full-time work experience in a professional social services position **OR** a related Associate Degree with 10 years in a child care services support position that includes management experience.
- Prior experience in supervision of employees.
- Access to reliable insured transportation;
- Computer proficiency required, as well as the ability to utilize Technology as an effective management and communication tool.
- Must be able to pass a pre-employment and/or periodic physical examination and a complete background check.

Physical Requirements:

The physical requirements for this position 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.

- Frequent sitting;
- Repetitive use of hands; reaching and turning;
- Ability to lift up to 25 pounds; light lifting of supplies and materials;
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.

Responsibilities:

- Responsible for hiring, supervising and professional development for Client Services staff and Program Technicians.
- Must ensure that client file monitors meet or exceed assigned acceptable criteria rates. Monitor and ensure that all client services procedures (according to the current CCS Contractor Manual and Contract) are implemented and maintained.
- Responsible for managing the Waiting List.
- Resolve complex policy and procedural issues.
- Coordinate interdepartmental collaborations within CCS to ensure that total program quality and fiscal accountability are maintained.
- Attend and conduct meeting and training sessions as needed, including those scheduled out of town.
- Maintain a high level of client satisfaction with CCS Services through conflict resolution, advocacy, and exemplary customer service practice.
- Responsible for performing in the CCS Director's role in the event of absence.
- Administer and manage funds in collaboration with the CCS Director. All other related duties as assigned.

Brief job descriptions for all positions

- *CCS Director*: Oversees all CCS operations toward the fulfillment of the CCS contract and serves as liaison between corporate office and WFB.
- *Administrative Secretary*: Responsible for answering and directing incoming telephone calls, greeting and directing visitors, assessing immediate customer needs and general clerical work.
- *Client Services Manager*: Responsible for the required functions of client services component of CCS. Duties include supervision of client services and coordination with other CCS departments and partners.
- *Client Services Specialists*: Oversee all processes involving assigned CCS clients, such as determining eligibility, enrolling children with providers, entering client information into the TWIST system, and communicating information to parents.
- *Compliance Specialist*: Responsible for all internal quality controls, monitoring for client services, provider services, and financial services. As well as providing internal training.
- *Program Technician*: Assist in maintaining the flow of documents required for client eligibility, referral, recertification and discontinuation.
- *Child Development Specialists*: Responsible for working with providers who participate in the CCS program. The duties include recruiting, enrolling, providing technical assistance, and training providers in various child care program aspects. Assist in local collaborative efforts as needed.
- *Financial Management Specialists*: Responsible for performing assigned functions connected with fiscal management processes, including billing, clerical, CCAA monitoring and routine financial duties.