

Family Resource and Referral Center Job Description

Job Title: Director of Alternative Payment Child Care Programs
Department: Subsidized Child Care
Reports To: COO
FLSA Status: Exempt
Grade Level: 10
Prepared By: Human Resources
Prepared Date: January 2020

Family Resource and Referral Center (FRRC) employee responsibilities include becoming familiar with all programs operated by FRRC.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Provide leadership, guidance, and direction to all SCC staff.

Responsible for all administration and operations of SCC programs, including quality and continuous analysis and improvement of all systems.

Be knowledgeable of all SCC programs and be able to interpret and implement program, rules, guidelines, FT&Cs and agency policies.

Analyze and implement department processes including those linking payments and clients served.

Responsible for monthly review of program allocations and budgets and work closely with fiscal department and COO to monitor budget expenditures.

Responsible for review and coordination of all county and state reports.

Be part of the agency management team and participate in the overall strategic planning, decision-making and discussion activities, including routine meetings of the Agency.

Ensure that audits and peer reviews of client files are conducted on a monthly to ensure that they comply with contract funding terms and conditions.

Monitor and report on file auditing process including all state and federal reviews.

Perform trouble shooting functions in the SCC department related to contract compliance.

Monitor parent fee discrepancies and trends and work with Asst. Director to ensure that the Supervisors and staff are taking proper actions.

Work closely with IT department to perform systems analysis of the case management software program performance to ensure best possible implementation.

Have a strong understanding of all agency programs to be able to better serve the clients and share the knowledge with staff on the different programs.

Work closely with the COO and the Director of Compliance to ensure deadlines are being met to the fiscal department with the payment processing team.

Director of Alternative Payment Child Care Programs

Provide communication and support to SCC and agency staff to promote staff motivation and continually improve job performance.

Oversee staff development, design and implement trainings.

Participate in all conference calls and webinars with CAPP.

Review all fiscal, data and program reports before submission to the State.

Provide high level customer service to providers and parents.

Develop procedures and materials to comply with program monitoring requirements. Implement policy changes from CDSS and any other contractors.

Participate in monthly projections and review of program enrollments and budget targets.

Attend meetings, work and communicate with other community based organizations to provide seamless services for clients.

Participate and present at various meetings.

ATTENDANCE IS AN ESSENTIAL FUNCTION OF THIS JOB.

QUALIFICATIONS To perform this job satisfactorily, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Excellent written and oral communication skills.

Excellent people skills; able to interact with management and coworkers.

Advanced computer skills.

Excellent presentation and public speaking skills.

Ability to understand the problems and issues facing families from a variety of ethnic and economic communities.

Ability to analyze and interpret program regulations for staff.

EDUCATION and/or EXPERIENCE

Bachelor's degree in Business Administration, Social Science or related disciplines preferred.

Two years of experience monitoring programs required.

Five years of supervisory experience required.

Our programs are on a yearly contract basis.

APPROVAL SIGNATURES:

Chief Operations Officer: _____

Date: _____

Chief Executive Officer: _____

Date: _____

Director of Human Resources: _____

Date: _____