

**Child Care Solutions, Inc.
Position Description**

Title:	Provider Services Specialist
Team: Provider Services	Status: Non-Exempt
Updated: August 2025	

Reporting Relationships:

Reports to: Provider Services Coordinator

Summary Description:

Provider Services Specialists are responsible for the implementation of the Child & Adult Care Food Program (CACFP) and other programs designed to recruit, establish and support family child care providers with the goal of enhancing the quantity, quality and stability of home-based child care while taking into account the cultural and linguistic needs of the community.

Essential Functions:

1. Implements the USDA Child & Adult Care Food Program (CACFP) including provider recruitment and orientation, training, compliance monitoring visits, claim processing, and one-to-one technical assistance for participating family child care providers.
2. Follows CACFP rules and procedures regarding provider eligibility, documentation, record keeping, reporting, and compliance with CACFP standards.
3. Provides support to providers through timely communication such as letters/mailings, phone calls, emails, and in person sessions to ensure eligible provider needs are met.
4. Enters provider data documenting CACFP participation in Minute Menu database.
5. Assists in agency efforts to market family child care in the community as a home-based business opportunity and recruit new family child care providers.
6. Presents introductory information sessions for prospective family child care providers and CACFP training for program participants.
7. Works with other team members to ensure that agency databases include current and accurate listings for the family child care providers operating in our service area.
8. Stays current with NYS Family Child Care regulations and best practices for home-based caregiving.
9. Is knowledgeable of community resources to which providers and parents can be referred for additional services and support.
10. Maintains accurate and positive communication with providers and prospective providers. May be assigned to attend agency and community events that include family child care participants.
11. Participates in outreach efforts to inform the community about Child Care Solutions and its services.
12. Assists in collecting feedback and data to inform agency services assessment.
13. Incorporates the perspectives of multiple communities, including communities of color, in consideration of the impacts and outcomes of the work.
14. Participate in training, as assigned, to learn and implement CACFP.

15. Performs these responsibilities with the understanding that responsibilities and tasks may be modified or expanded over time.

Qualifications:

Education: Bachelor's Degree in Early Education or equivalent education and experience

Experience: Requires 2 years' experience working in a family child care setting or in a child care setting that participates in the CACFP program

Competencies: Effective oral and written communication, presentation skills, knowledge of family child care operation and best practices, high level of accuracy and organization, moderately proficient in use of MS Office and/or other databases, strong customer service skills, knowledge of community resources and ability to work with people from a wide range of economic, ethnic and cultural backgrounds

Level of responsibility: Works with moderate level of supervision, exercises some discretion and independent judgment

Working Conditions:

Schedule: Requires flexibility, some evening and occasional weekend hours

Environment: Agency's Syracuse and Auburn offices and onsite home visits

Travel: Local travel throughout Onondaga and Cayuga County, some regional meetings, infrequent out-of-state travel to conferences or training events

Customer Responsibilities and Contacts: Extensive contact with family child care providers, some contacts with children and parents; frequent service collaborations with other Child Care Solutions teams; some contact with NYS Office of Children & Family Services and Department of Health representatives

Physical Requirements:

- Manual dexterity sufficient for frequent use of telephone, keyboard, calculator and other office equipment
- Ability to receive and convey detailed information
- Ability to sit at a desk for 6 - 7 hours per day
- Ability to stand for 1 - 2 hours for presentations
- Moderate physical exertion: Occasional lifting of up to 25 pounds of equipment or material

Salary Grade: 2

\$39,487.00- \$46,839