

Child Care Solutions, Inc. Position Description

Title: Provider Services Coordinator		
Team: Provider Services	Status: Exempt	Updated: February 2022

Reporting relationships:

Reports to: Director of Operations
Supervises: Provider Services Specialists

Summary Description:

The Provider Services Coordinator oversees the development, planning and implementation of the NYS Department of Health (DOH) Child & Adult Care Food Program (CACFP) to promote good nutrition and active play in child care settings as strategies to improve health and reduce childhood obesity.

Essential Functions:

1. Responsible for planning, implementation and quality assurance of the USDA CACFP including provider recruitment, orientation, and enrollment; training; monitoring visits; claim processing; communication; and one-to-one technical assistance for participating family child care providers
2. Supervises the Provider Services Specialists, overseeing their work, evaluating their performance and building their capacity to carry out job responsibilities
3. Ensures compliance with CACFP rules and procedures regarding provider eligibility, documentation, record keeping, reporting, and all CACFP standards
4. Enters and oversees data entry documenting CACFP participation in the CIPS and Minute Menu databases, generates agency claim vouchers and provider reimbursement process
5. Presents and oversees staff presentation of introductory information sessions for prospective family child care providers and CACFP training for program participants
6. Conducts educational presentations to providers on CACFP, nutrition and active play in child care settings as strategies to improve health and reduce childhood obesity
7. Generates data reports and consumer follow-up reports from CIPS and Minute Menu for use in community needs assessment, evaluation of customer satisfaction with our services, grant development and reporting, service planning and to evaluate service outcomes
8. Incorporates the perspectives of multiple communities, including communities of color, in consideration of the impacts and outcomes of the work.
9. Completes and submits CACFP monthly program reports
10. Develops and adopts evaluation tools; and evaluates and reports on performance of provider services programs
11. Develops operational plans and manages programs, services and projects; ensuring that they are responsive to consumer needs and comply with DOH protocols and timelines
12. Participates in outreach efforts to inform the community about agency services
13. Develops and updates written and on-line information and educational materials for distribution to parents, child care providers, businesses and the community
14. Attends NYS DOH meetings and trainings related to CACFP programs

15. Stays current with NYS Child Care regulations, USDA nutritional standards, research and best practice in childhood nutrition, and high-quality child care
16. Is knowledgeable of community resources to which providers can be referred for additional services and support
17. Represents the agency and Provider Services Team on community networks and coalitions, and regional and state-wide initiatives
18. Participates in agency assessment and planning efforts as a senior staff member
19. 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, Child & Family Studies, nutrition or related field or equivalent education/experience

Knowledge: Requires 3 years' experience working with children and families in a child care or early education program and 2 years' supervisory experience

Competencies: Effective oral and written communication, presentation skills, knowledge of child care operation and best practices, high level of accuracy and organization, proficient in use of MS Office and/or other databases, supervisory knowledge and skill, strong customer service and decision-making 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 discretion and independent judgment

Working Conditions:

Schedule: Primarily Monday - Friday, 8:30 AM – 4:30 PM; requires flexibility, some evening or weekend hours

Environment: Works primarily from agency's Syracuse office with occasional hours in the agency's Auburn office and other community sites

Travel: Local travel in Onondaga and Cayuga Counties, occasional travel to regional meetings, infrequent travel to Albany for conferences or training events

Customer Responsibilities and Contacts: Extensive contact with providers, some contact with DOH representatives, parents and children; frequent contact with community agency staff; regular service collaborations with other Child Care Solutions teams

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: 4