



## Provider Specialist Job Description

Job Title	Provider Specialist	Department	Subsidized Programs
FLSA Status	Non-Exempt	Reports To	Subsidized Programs Supervisor

### Scope

In accordance with the organizational mission and goals, provides direct or program related services to the clients within assigned programs while ensuring compliance with all city, county and state subsidy child care contracts.

### Primary Responsibilities

1. Participate in the recruitment of new providers and enrollment in the subsidy program:
  - Conduct in-person meetings with clients, both scheduled and by walk-in, to receive and process documentation and/or discuss changes in the client's case.
  - Explains programs rules and regulations to License and License-Exempt providers
  - Manage and review required documentation for enrollment within a timely manner and according to program regulations and guidelines.
2. Maintain, complete, and organized client files and MCT-CC3 according to program regulations and guidelines to satisfy program audits.
3. Manage assigned caseload, ranging from 175-300 clients.
4. Maintain knowledge of the Title 5 Regulations and State Funding Terms and Conditions for all applicable programs. Keep up-to-date on timely subsidy program changes and related guidance.
5. Maintain confidentiality of clients Personal Information as required by the contracts.
6. Manage TrustLine Registry for providers with the Network and Department of Social Services.
7. Collaborates with team members and other departments to ensure that family client cases are handled correctly based on the provider client file.
8. Ensure clients complaints are accurately logged and resolved in a timely manner or referred to Subsidized Programs Supervisor for appropriate resolution.

### Additional Responsibilities

1. Represent the agency with professionalism in all interactions. This includes over the phone, in person, using electronic media, and written correspondence.
2. Provide excellent internal and external customer service by working cooperatively within the department, across the agency, and with clients and partners.
3. Support other functions within the department when needed.
4. Participate in visibility events as needed.
5. Attend all staff meetings, trainings, and annual retreats.
6. Perform other duties as assigned.

### Experience, Knowledge, Skills and Abilities

1. Regular attendance and punctuality are essential.
2. Experience working with diverse populations in a culturally sensitive manner.
3. Must be able to work independently and as part of a team.
4. Excellent interpersonal skills, flexible and collaborative.
5. Well-organized, able to self-manage priorities, and meet deadlines.
6. Exceptional attention to detail and accuracy.



7. Ability to exercise discretion and practice good judgment at all times.
8. Computer Skills: Working knowledge of Microsoft Office (Word, Excel, Outlook, Teams) required.
9. Bilingual English/Spanish Skills: Excellent Reading, Writing, and Oral Communication is preferred.
10. 3 years of equivalent related work experience in Social Work, Human Services, Family Studies, or related field; or
11. Bachelor's degree in the field of Social Work, Human Services, Family Studies, or related field.

### **Working Conditions**

1. Typical of an office environment.
2. Eligible for hybrid/telework schedule upon completion of introductory period.
3. Must have reliable transportation.
4. Flexibility to work occasional evenings and weekends.
5. Must comply with agency health and safety protocols, including vaccination policy.

### **Compensation and Benefits**

Salary Range is \$21.06 – 23.50/hour, depending on experience. Salary based on 35-hour workweek. Eligible for performance-based incentive. Competitive benefits package consisting of health, dental, vision, life insurance, 401k employer contribution, paid sick leave, paid time off (PTO), holidays, and a hybrid telework work option (after 90-day introductory probation.)

**We are an Equal Opportunity Employer.**

#### Organizational Statement

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, duties or responsibilities not listed herein. Management reserves the sole right to modify this job description at any time. Nothing in this job description is intended to create a contract of employment of any type. Employment at Connections for Children is strictly on an at-will basis.