

POSITION DESCRIPTION
 OSER-DMRS-11 (Rev. 03/06)
 State of Wisconsin
 Office of State Employment Relations

1. Position No. 336145	2. Cert/Reclass Request No.	3. Agency No. 437
4. NAME OF EMPLOYEE		
5. DEPARTMENT, UNIT, WORK A Department of Children and Families Division of Management Services Bureau of Regional Operations		
6. CLASSIFICATION TITLE OF POSITION Human Service Area Coordinator		
7. CLASS TITLE OPTION <i>(to be filled out by Personnel Office)</i>		
8. NAME AND CLASS OF FORMER INCUMBENT Tamika Terrell		
9. AGENCY WORKING TITLE OF POSITION Child Care Regional Coordinator		
10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES Nancy McVary, Barb Honsa, Carla Sumner		
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Tim Schindler, Southeast Region Supervisor		
12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?		

13. DOES THE POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes No
 IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (DER-PERS-84).

14. POSITION SUMMARY- PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

(See Attached)

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION *(Please see sample format and instructions)*

____ GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
 ____ WORKER ACTIVITIES: Under each goal, list the work activities performed to meet that goal.
 ____ TIME %: Include for goals and major work activities.

TIME % GOALS AND WORKER ACTIVITIES

(See Attached)

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION. *(See Instructions)*

- a. The supervision, direction and review given to the work of this position is close limited general.
 b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.
(Please initial and data attachments.)

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION.

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position. *(Please initial and date attachments.)*

Signature of employee _____ Date _____

18. Signature of Personnel Manager _____ Date _____

CLASSIFICATION TITLE – Human Services Area Coordinator
WORKING TITLE – Child Care Regional Coordinator

POSITION SUMMARY

Under the general supervision of the Regional Area Administrator, this position provides administrative, program, and fiscal supervision for the Wisconsin Shares child care subsidy program and child care provider certification programs operated by county and tribal departments of human or social services, and other contracted providers in the specified geographic region.

The position is responsible to ensure child care agency (CCA) conformance with program requirements and assure effective high-quality services at the local level. The position provides contract management services, program monitoring services, technical assistance and related program support, and coordination of services between local agencies. The position monitors and evaluates CCA programs for compliance with state and/or federal laws, rules, policies, and guidelines; monitors CCA achievement of program performance standards, implements corrective action as needed to improve services; and coordinates with agencies to resolve customer and constituent concerns with services.

The position works closely with staff in the Division of Early Care and Education (DECE) as the program division for the Shares child care subsidy and child care provider certification programs.

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

TIME% GOALS AND WORKER ACTIVITIES

10% A. Contract Administration & Technical Assistance. Administer the child care administration contract and monitor use of funds to ensure that child care agencies meet contract requirements.

	A1.	Participate with DECE in the development of the child care administration contract and contract requirements.
	A2.	Maintain knowledge of child care contract requirements, including the child care scope of services, to explain contract requirements to CCAs.
	A3.	Assist CCAs to develop program plans for child care funds, including agency summaries and child care fraud plans, and review plans for compliance with program requirements. Require modifications of plans by agencies as necessary to reflect changes in local program operations.
	A4.	Review subcontracts by CCAs for use of child care contract funds, including compliance by subcontractors with child care program requirements.
	A5.	Monitor use of child care contract funds using agency expenditure reports. Recommend modifications to CCAs as needed to ensure appropriate and cost-effective use of funds for CCA operations.

35% B. Quality Assurance. Oversee implementation of the child care subsidy program and child care certification programs by CCAs.

	B1.	Assist CCAs in the implementation and maintenance of high quality services including achievement of child care subsidy program and child care certification performance outcomes.
	B2.	Work with CCAs to develop program enhancement strategies aimed at improving quality and outcomes, and assist local agencies to implement those improvement strategies.
	B3.	Conduct statewide and individual agency case reviews to assure that child care client eligibility, authorizations for child care and payments are determined correctly.

		B4.	Assure through monitoring that CCAs and any subcontractors appropriately certify child care providers that receive child care subsidy payments, including that providers meet background check requirements and operate programs in compliance with certification requirements.
		B5.	Perform quality assurance reviews and other formal performance reviews of child care programs using review instruments that utilize performance standards, outcome standards and regulation requirements.
		B6.	Meet regularly with CCA staff to provide updated information and consultation, review program administration and gather information about agency problems and accomplishments.
		B7.	Work with DECE to implement strategies for preventing error and fraud in the child care subsidy program. Work with agencies to implement effective fraud programs. Assist DECE with fraud investigations as requested.
		B8.	Assist DECE to implement child care initiatives that improve statewide consistency in child care program operation.
		B9.	Facilitate coordination between local agencies and central office staff to identify service delivery problems and effective solutions.
		B10.	Assist CCAs to effectively utilize child care information systems and data reports.
		B11.	Assist CCAs to develop and implement initiatives to meet special or unique needs of their community.
		B12.	Assure that services are accessible to customers, agencies do not discriminate in service delivery, and agencies effectively serve persons with Limited English Proficiency. Coordinate with the DCF Equal Opportunity Specialist to address civil rights complaints and participate in Civil Rights Compliance reviews of agencies.

35% C. Technical assistance. Provide training and technical assistance to assure quality services and compliance with child care subsidy program and child care certification program requirements.

		C1.	Disseminate information concerning new or modified policy and procedures regarding the child care subsidy and provider certification programs.
		C2.	Respond to questions from CCA staff regarding child care subsidy and program certification program requirements, including interpreting program policy and procedures and providing case-specific direction.
		C3.	Provide CCA staff with information on program policy and procedure, best practice, and effective service delivery procedures.
		C4.	Assess the technical assistance needs of CCAs and provide/arrange for technical assistance as necessary to improve agency practice, quality of service and compliance with program requirements.
		C5.	Work with DECE training staff to assess the training needs of CCAs, develop training materials and coordinate training to CCA staff and contracted service providers.
		C6.	Assist CCAs to develop local policies and procedures consistent with statewide program requirements.
		C7.	Participate in DECE meetings and serve on DECE workgroups to make recommendations for child care subsidy and provider certification policies and procedures.

10% D. Customer Complaints and Constituent Inquiries. Follow up on client complaints and constituent inquiries regarding child care subsidy services.

	D1.	Investigate and respond to customer specific and more general complaints about child care subsidy service delivery and certification of child care providers.
	D2.	Ensure each agency has an administrative complaint process and monitor the CCA customer complaint process for effectiveness.
	D3.	Work with local agencies to correct program deficiencies and information system errors identified as a result of complaints.
	D4.	Respond to inquiries from the public regarding child care subsidy services to provide information and refer persons to appropriate sources of information.
	D5.	Prepare responses to controlled correspondence and legislator inquiries about customer complaints.

10% E. Service Integration and Cross System Collaboration. Coordinate with DECE and regional office staff to coordinate program activities with other DCF programs, identify service integration opportunities, and problem-solve cross-system issues as they arise.

	E1.	Facilitate coordination and cooperation between CCAs, W-2 agencies, child welfare agencies, child care agencies, child support agencies, income maintenance agencies and other local or state agencies to identify issues and effective solutions.
	E2.	Work with other regional office staff to address issues that cut across programs.
	E3.	Serve on workgroups to develop recommendations for regional, divisional and/or departmental policies and practices, as assigned.
	E4.	Participate in regularly scheduled regional office meetings and DECE meetings as needed.
	E5.	Notify BRO management and DECE staff of local issues requiring attention. Provide information for monthly reports by the regional office to the BRO Director.

KNOWLEDGE, SKILLS AND ABILITIES

		1.	Ability to interact effectively with complex government administration, individuals and groups, in a systematic manner to accomplish specific tasks and assignments.
		2.	Ability to form and maintain positive working relationships with other agencies.
		3.	Ability to write and speak clearly and effectively.
		4.	Ability to analyze administrative data and use information systems.
		5.	Ability to work as a team member and utilize team resources effectively.
		6.	Considerable knowledge of and experience working with human service programs that serve children and families.
		7.	Considerable knowledge of and experience with working with federal and state regulations and program policies that govern child care subsidy services.
		8.	Considerable knowledge of child care and economic support service delivery systems.
		9.	Considerable knowledge of human service delivery methods, including how to enhance services and integrate diverse services.
		10.	Considerable knowledge of county, tribal and private agency organization and administration.
		11.	Knowledge of contract development, contract negotiation and monitoring.
		12.	Knowledge of budget development and fiscal monitoring techniques.
		13.	Knowledge of civil rights requirements.
		14.	Knowledge of conflict resolution and negotiation techniques.
		15.	Knowledge of investigative and fact finding techniques.
		16.	Knowledge of principles of quality assurance and quality improvement.

Travel within the region, other regions and to the DCF central office is required on regular basis.