



**Orange County Department of Education
Human Resources Department
Classified Management Class Specification**

Provider Services Specialist

**Class Code: 1285
Work Days: 225**

GENERAL PURPOSE

Supervise the day to day operations of the Provider Services Team responsible for the enrollment, provider contracts, provider records and files, provider payments, fiscal reporting, and interfacing with OCDE fiscal services. Family Support Services provides child care services for low income families via contracts established between Orange County Department of Education Family Support Services and child care providers in Orange County; and provide responsible support to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives direction from higher level management staff.
2. Exercises direct supervision over technical and clerical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend and assist in the implementation of goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; implement policies and procedures.
 2. Coordinate and facilitate the day to day operations of the Provider Services Team.
 1. Select, train, advise, supervise, evaluate, and assist staff in all operations relating to providers and provider payments. Work with employees to correct deficiencies, implement discipline procedures as necessary.
 2. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
 3. Plan, prioritize, assign, supervise, and review the work of staff responsible for providing for providing credentialing and fingerprinting services.
 4. Maintain cooperative and professional working relationships with staff, families, and providers.
 5. Act as a major resource for Provider Services, answer questions, interact with providers and co-workers to provide complete and accurate data for contracts and payments.
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ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

6. Review new contracts negotiated with providers in accordance with OCDE policies and California Department of Education Funding Terms and Conditions.
7. Monitor, organize, and process data for child care providers and provider payments.
8. Develop database and spreadsheet applications; complete required reports; and verify for accuracy and completeness.
9. Assist in efficient internal operation of program administration, including fiscal management.
10. Attend and participate in professional group meetings. Collaborate with other county agencies such as Children's Home Society, Social Services Agency, Health Care Agency, etc.
11. Stay abreast of new trends and interact with other agencies in the APP child development field.
12. Must demonstrate attendance sufficient to complete the duties of the position as required.
13. Perform related duties similar to the above in scope and impact as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. California Department of Education Funding Terms and Conditions for state funded programs.
2. Methods and techniques of staff management.
3. Community resources and their relationship to program needs.
4. Alternative Payment Program funding.
5. CalWORKs funding.
6. Principles of effective supervision, leadership, training, coaching and performance evaluation.
7. Pertinent federal, state, and local laws, codes, and regulations.

Ability and Skill to:

1. Oversee the effective maintenance of provider records.
2. Interpret and explain alternative payment policies and procedures.
3. Provide leadership and help coordinate activities of the Provider Services Unit.
4. Conduct effective interviews with parents and providers.
5. Select, supervise, train, organize, coach, and evaluate the work of management, supervisory, technical, and clerical personnel.
6. Establish and maintain effective working relationships with various constituencies.
7. Interpret and explain laws, codes, contracts, policies, and procedures.

Ability and Skill to (cont.):

8. Prepare clear and concise correspondence, reports, and other written materials.
9. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
10. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is Bachelor's degree from an accredited college or university with major course work in child development, human services, social work, or a related field, two (2) years of experience in a state-subsidized child development program and two (2) years' experience in an accounting or fiscal environment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is moderately paced with variable pressure.