

POSITION DESCRIPTION

FRANKLIN COUNTY CHILDREN SERVICES

An Equal Opportunity Employer

JOB CLASSIFICATION: <i>Social Program Administrator 2</i>		DIVISION: <i>Executive</i>	DEPARTMENT: Provider Services
WORKING TITLE: Associate Director of Provider Services (Provider Management and Community Referral/Coordination Units)		PCN & CLASSIFICATION OF SUPERVISOR: <i>Social Program Administrator 3</i>	JOB STATUS: <i>Full-time</i>
CLASSIFICATION NO.: 69416/C111		PCN: 704310 PAY RANGE: 30	REVISION DATE: 8/19
EQUIPMENT USED: <i>telephone calculator printer computer copying machine automobile</i>			
MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED: <i>Completion of undergraduate coursework in social or behavioral science plus 18mos. exp. in delivery of social services plus 6 mos. supervisory exp. or completion of graduate coursework in social or behavioral science plus 12 mos. exp. in delivery of social services plus 6 mos. supervisory exp. or equivalent.</i>			
PREFERRED: Master's degree in social work or related field; extensive years of related experience, including several years supervisory/administrative experience.			
PURPOSE: The Provider Services Associate Director is an administrative level position. Employee provides leadership, planning and training and is responsible for day-to-day quality service delivery to children and their families who are served by the Agency through the Provider Services Department. Responsible for assisting the Provider Services Director in building a service array for families and children that address their unique needs in our community, including medical, AOD and mental health services. Employee is responsible for assisting the Provider Services Director in ensuring proper provision of care to youth in custody as related to Medicaid. Employee must demonstrate cultural awareness sensitivity, strong leadership and competence throughout all aspects of job duties. The employee will help the agency achieve CFSR standards and help ensure service delivery that focuses on Safety, Permanency & Wellbeing for the families served by the agency. The employee is committed to practicing cultural competence by: working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each. The employee will adhere to the agency's Guiding Principles by serving as a child welfare professional, valuing every child, honoring families, and valuing partnerships.			
55%	Employee is responsible for the effective administration, design, development, implementation and quality assurance of the Agency Provider Management and Community Referral and Coordination process. Activities/responsibilities for employee and their staff include but are not limited to: completing Provider site visits, monitoring/auditing Provider compliance with Contract and OAC requirements, development and oversight of Provider Corrective Action Plans, monitoring fidelity model compliance for evidence based programs, vetting of new Providers, oversight and coordination of agency MOU's, maintaining a strong working knowledge of not only contracted providers but also resources in the community at large, centralization of referrals for the agency to contracted and non-contracted providers, consultation around individual child/family cases, development of a comprehensive service array for both community and placement services, implementation of utilization management activities to both keep children in a family setting whenever safe and possible as well as return children who have been in custody to family settings with services, and both provider and system collaborations as assigned. Employee will identify and seek out new family services		

based on trends and agency need and oversee it through the SOW/RFP process for new contracts. Oversees the planning and coordination for new service start up/old service termination to include all necessary communication strategies to staff and providers including provider orientation. Compiles pertinent aggregate provider data to aid the agency in determining the quality of provider performance to aid in future decision making; organizes said data in a comprehensive and organized fashion to allow easy extraction as needed for various records requests. Coordinates the monitoring of "length of stay" on an aggregate level to help identify trends with Providers and develops plans to minimize length of stay and expedite permanency for youth. Employee and their staff serve a liaison role and facilitate problem resolution between Providers and service teams. Develops Department policies and procedures pertinent to Employee's scope of work. Employee routinely assesses and maximizes staff capacity and efficacy. Completes and/or oversees miscellaneous administrative duties such as reporting and tracking. Oversees the day to day work around Medicaid Managed Care, working with insurance plans, the Ohio Department of Medicaid, ODJFS, care coordination teams, and provider agencies. Monitors trends in appeals/denials of Medicaid services and prepares for and oversees the agency's participation in the State Hearing process for youth requiring that level of intervention.

15%

Employee meets regularly with all assigned direct reports reviewing and addressing issues related to: work responsibilities/expectations, productivity, work/case trends, opportunities for process and/or staff improvement and disciplinary concerns. Content is covered regarding both the employee's direct reports and their subordinates. Employee maintains conference notes documenting these meetings and issues discussed; completes comprehensive employee evaluations. Employee assures that supervisors are meeting regularly with their staff to provide training, development and supervision. Maintains aggregate reporting of staff productivity and ensures equitable workload assignment. Routinely submits productivity reports to Provider Services Director. Works collaboratively with manager subordinates to ensure routine unit meetings are held & unit procedures and goals are developed. Attends unit meetings as necessary. Determines time off and scheduling for unit so as to maintain smooth functioning of the unit. In conjunction with the Provider Services Director, employee interviews for staff vacancies. Employee handles employee grievances.

25%

Employee meets with the Provider Services Director on a regular basis, and shares/disseminates necessary information about process changes or new expectations. Employee is responsible for helping set the leadership tone for Provider Services and enhancing employee engagement & productivity. Provides coverage for other Provider Services Administrators, as needed. Coordinates with Provider Services and other agency administrators to problem solve concerns and opportunities for improvement in workflow, consistency of practice, communication and work alignment with CFSR, CPOE, COA standards as well as the agency Guiding Principles. Coordinates educational sessions as needed with agency staff on provider/system navigation. Leads/participates in various committees and projects as assigned. Helps coordinate/plan large scale Provider Meetings in conjunction with Provider Services Director. Serves as a liaison for various collaborations with external partners. Attends staff development.

5%

Performs other related duties as assigned.

****Other related duties may include handling cases from Intake, if needed and if determined by HR to be qualified to do so.***

List no. of positions and Class Titles of positions supervised 2 CWCS1	<hr/> Signature of Agency Representative	<hr/> Date