



Las Vegas Urban League

Job Description

Job Title: CCRR Specialist

Date Prepared: 11/23/2021

Department: Early Childhood Connection

FLSA Status: Non-Exempt

General Purpose

Assists families in identifying quality child care settings for their children, enrolling and monitoring Family, Friend and Neighbor (FFN) providers, and performs other related duties.

Essential Duties and Responsibilities:

Provider Registration, Orientation & Technical Assistance

Distributes registration packets to parents and potential providers and answers questions they have regarding provider eligibility, client eligibility for subsidy services, and general program rules and guidelines.

Receives FFN provider packets and reviews them for completeness; sends out Requests for Information (RFI) for missing information and/or has the parent or provider correct omitted or incorrectly completed information; takes timely action to terminate the provider if the information is not received.

Enters the provider's information into the database, so families can be enrolled with the provider, upon completion of the provider's registration/in-take appointment;

Collaborates and communicates with the Subsidy Case Manager (CM) regarding Provider eligibility, activation, and termination of Providers;

Conducts regular reviews of all provider records to ensure they are complete and up-to-date; in preparation for file scheduled and unscheduled audits; Completes data entry into systems to update electronic records to reflect any changes identified;

Assists the provider with resources for financial management of their program, such as the food program grant, and other resources that the provider can use to improve the care offered to their families;

Informs the provider of mandatory training requirements and monitors FFN training progress; Explains that the provider must comply with all program requirements to receive payment for their child care services;

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FFN Provider Monitoring / Home Visits & Follow Up Activities

Conducts a scheduled home visit within 45 days of enrollment of the FFN provider into the program;

Completes health and safety checklist during the home visit, identifies any areas of non-conformance with standards; Provides instruction to the provider on how to resolve any areas of concern; Educates the provider on quality care standards and offers technical assistance in areas needed to include: child proofing the home, age appropriate toys and activities, child guidance, child development and other areas. Conducts follow-up visits as needed;

Report any problems observed during home visits to the CCRR Supervisor; Maintains telephone contact with the CCRR Supervisor when in the field to report these problems, delays in returning to the office, etc.;

Provider Complaints, Grievances and Terminations

CCRR Specialists are mandated reporters. Reports immediately to licensing and UL CCDP Management when there is a suspicion or observation of child abuse or neglect, either within the office or on home visits. The CCRR Specialist will participate in training related to abuse and neglect identification and reporting.

Receives complaints from clients against licensed and unlicensed providers; forwards complaints to the appropriate agency for review and resolution;

Identifies providers who are not complying with CCDP policies and procedures; Takes action to terminate providers, when appropriate; contacts Subsidy CM's to remove families associated to the provider (as needed); assists affected families with identifying alternative care options, including enrolling a new provider with the program;

Receives provider complaints regarding the CCRR and Subsidy Programs; works with UL CCDP management to resolve provider concerns; follows up with the provider to ensure satisfaction with the resolution;

Client Services & Referrals

Responds to emails, phone calls, and walk-in visits from families requesting child care services; provide families with client and provider program guideline and application processes;

Provides families with a referral guide to help with child care selection; maintains a current list of licensed providers for families who don't want to complete the referral process and/or who want to search on their own;

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Follows up with each family within 5 days of issuing a child care referral to ensure the family was able to locate care. Issues additional referrals as needed to assist the family;

Notifies affected subsidy families when a provider is closing, and assists them in locating alternative care options; for licensed centers with a number of impacted families, on site CCRR services may be provided to help displaced families;

Provides families with information on ECE best practices; provides them with information on our website and social media to help families stay connected with the program;

Makes referrals to other Urban League programs or outside agencies, when families have needs other than child care; follows up to ensure the receiving program was able to meet their need and offers additional resources if needed;

Data Collection & Reporting

Conducts a bi-annual market rate study for the state (used to set state maximum rates bi-annually); uses collected data to update provider records, and to compile detailed reports for the state on provider availability and affordability;

Tracks data on program usage, such as: # of referrals issued, # of providers enrolled, # of applications provided, # of providers terminated, # of home visits conducted, etc. to use for demonstrating outcomes and effectiveness for the program;

Other Duties

Perform travel related duties as needed to ensure adequate administration of the program. Maintains detailed mileage logs regarding travel related duties.

Attend and participate in department and agency staff meetings, child care conferences, workshops and other events to stay current with program policy, child care trends, and current events within the ECE field for our state;

Ensures adequate stock of provider packets is maintained; assists with printing and preparing packets when stock runs low and/or orders new supply when needed;

May assist in developing newsletters, brochures and information for families and providers related to CCRR and Subsidy services; may assist in developing and facilitating client and provider training and orientation;

May assist in planning and implementing an emergency plan for our state; may assist providers in developing emergency plans for their facilities/homes;

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Achieve an understanding of agency mission, strategic focus areas and overall goals and objectives. Contribute to the success of these areas.

Performs other duties, as assigned;

Skills and Abilities Required:

Adapt DWSS regulation changes timely and accurately. Address the needs and concerns of parents and providers by empathizing appropriately and making referrals as needed. Be flexible. Work with diverse populations using appropriate customer service skills.

Education, prior work experience and specialized skills and knowledge:

Associate degree in social work, early childhood education, or related field and/or equivalent work experience (minimum one year). Able to work with clients in crisis situations, and have proficient knowledge of community resources and basic case management.

Must have proficient knowledge in computer applications such as Word, Excel, Outlook, Adobe/Foxit, virtual/remote meeting platforms; Must have reliable, insured transportation.

Physical environment/working conditions:

Requires the ability to exert a normal amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry and the use of office equipment and supplies.

Equipment/machinery used:

Personal computer, fax machine, printer and other office equipment.

Signature: _____

Title: CCRR Specialist

Date: _____

For HR Use Only

Name: _____

Title: _____