

## **ARIZONA'S JOB DESCRIPTION FOR LEAD AGENCY MONITORING STAFF (LICENSE-EXEMPT HOMES)**

### **HUMAN SERVICES SPECIALIST 2 (CERTIFICATION)**

This position is responsible for implementing the policies and procedures of the Child Care program, which includes the following duties, responsibilities and tasks: registers and orientates a family's choice of a non-certified relative provider; recruits, studies, certifies and supervises family child care providers, including conducting CPS background checks; ensures the health safety and supervision of children in care are met by conducting home visits on a regular basis to monitor for compliance with administrative rules; follows up on investigations and complaints; reviews and audits documents related to billing/payment and implements corrective action plans as needed; rolls fingerprints for certified providers, family members and non-certified providers; makes recommendations to place providers on probation, suspension or revocation of certificate; maintains ongoing correspondence with providers and compose disciplinary letters such as probation and suspension letters when warranted; maintains ongoing progress notes for public and confidential provider files; provides ongoing training including Article 52 and appropriate information of early childhood development; completes monthly reports on case findings, visits, issues of noncompliance and closures; reports all provider status changes to R & R as they occur via e-form; covers a large geographical area which requires extensive travel; inputs finding of regulatory scheduled visits into system including coding and alerts; monitors and follow up on noncompliance issues, expiration dates (background and fingerprint checks insurance, trainings, and immunizations).

Knowledge of: department policy and state, statute, federal law and rules pertaining to multiple child care programs; Department of Health Services (DHS), Arizona Department of Education (ADE), First Things First (FTF) and other DES programs, early childhood community programs and/or other resources, which may be of help to the families and providers; methods/techniques used for effective case management, time management, priority setting and policy controls, contract compliance and record keeping techniques; other cultures, awareness and acceptance of diverse value systems; effective techniques necessary to conduct a home study visit.

Skill in: planning and organizing case management activities; establishing and maintaining ongoing client and provider caseloads; scheduling and prioritizing daily activities to meet stringent policy guidelines specific to program eligibility; conducting interviews in a time efficient objective manner; oral and written communication; giving oral presentations before community groups and departmental groups as required and when representing the department in fair hearings; developing and conducting training.

Ability to: communicate easily with others; develop good rapport and relations with others; absorb, interpret and assimilate large quantities of written materials regarding state and federal laws, rules and policy related to client and provider eligibility for multiple programs; assess unsafe situations and react quickly and appropriately; adhere to all departmental rules, regulations, policies and procedures; adapt to changing priorities.

**IDEAL/PREFERRED CANDIDATE:** will have knowledge of Early Childhood development, age appropriate activities, and appropriate disciplinary and behavior management methods.

We offer a comprehensive benefits package that includes 12 days' sick leave, 13 days' vacation, 10 paid holidays per year, health and dental insurance, life and long-term disability insurance. Optional employee benefits include short-term disability, deferred compensation, and supplemental life insurance.

Employees must participate in the Arizona State Retirement System (ASRS). Enrollment eligibility becomes effective after 27 weeks of employment.

All newly hired employees are subject to the E-Verify Employment Eligibility Verification Program.

Persons with a disability may request a reasonable accommodation such as a sign language interpreter or an alternative format by contacting Human Resources Administration at (602) 771-2870. Requests should be made as early as possible to allow time to arrange the accommodation. Arizona State Government is an EOE/ADA Reasonable Accommodation Employer.