

ALTERNATIVE PAYMENT PROGRAM SUPERVISOR

Reports to: Manager, Alternative Payment Program

Division: Student and Community Services

Our ideal candidate

You are an effective leader who creates a supportive environment for your team, enabling them to set and achieve goals and provide the best service possible. You are detail-oriented and accurate. You are adept at navigating constantly-evolving rules and regulations and helping your team work within prescribed guidelines. You are a creative problem-solver, highly responsible, and take full ownership of your assigned responsibilities. You advise, train, and mentor others in an ongoing effort to advance departmental goals.

General description

Under general direction, perform a variety of supervisory and administrative duties to ensure that SBCEO fulfills its annual contract for the Alternative Payment Program (APP). Supervise and coordinate the work of staff engaged in determining eligibility of families for Alternative Payment Program, enrolling families and providers in the program, providing resource and referral services for enrolled families, and collaborating with fiscal staff to facilitate payment of providers. Revise program procedures and train staff on evolving requirements.

Specific duties and responsibilities

- Participate in interviewing and selecting staff; provide training and professional development to staff; make assignments, balance caseloads among staff, review work in progress or upon completion, and assist staff in resolving problems or errors.
- Set performance standards, provide performance feedback to staff, and prepare performance evaluations; provide counseling to employees and initiate corrective action or progressive discipline process as needed.
- Develop, maintain, and revise APP procedures as policies and practices evolve; train staff on new and revised policies and procedures and maintain training records.
- Conduct periodic file audits to evaluate consistency among ECE offices in applying program rules and following procedures; collaborate with other program supervisors and leadworkers to promote consistency.
- Attend trainings to maintain knowledge of APP requirements.
- Review required reports generated by staff for accuracy; may prepare required reports in a backup capacity; may modify report design to capture information necessary for required reports.
- Support ECE centers with audits of their enrollment files; with appropriate leadworker, conduct external and internal audits of provider and family documentation and fiscal payments.
- Support program manager with the completion of annual program evaluations and required documentation.
- Support program management with special projects.

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Requirements

A typical way to qualify for this classification would be:

Education: Possession of an associate's degree in business, public, or nonprofit administration; social sciences, human services, or other related field preferred.

Experience: Two years of experience performing work in the Alternative Payment Program that included making eligibility determinations, enrolling families or providers, and/or processing provider payments, including or in addition to at least one year of lead worker experience in a social service program.

Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

Knowledge of:

- Policies and procedures related to Alternative Payment Program
- Principles and practices of supervision and training
- Arithmetic, including percentages and fractions
- Fee and reimbursement schedules
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Modern office practices, procedures, and equipment
- Standard office productivity software applications
- Telephone and email etiquette
- General record-keeping practices and APP file and documentation requirements

Ability to:

- Interpret and apply regulations, policies, procedures and guidelines related to Alternative Payment Program, including enrollment, eligibility, and compliance
- Evaluate and analyze data to make projections and formulate recommendations for management
- Analyze situations accurately and adopt an effective course of action
- Plan and organize work of self and others
- Set and adjust priorities for self and others
- Learn the general accounting and business functions and operations, policies, practices, and objectives of the County Education Office
- Learn and apply policies and regulations relating to assigned program
- Establish and maintain effective working relationships with individuals at all levels of the organization and external stakeholders
- Communicate effectively both orally and in writing
- Draft a variety of written materials, including policies, procedures, correspondence, and web content
- Work independently and as member or leader of a team
- Make accurate arithmetical computations



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- Work with speed and accuracy
- Use a variety of computerized accounting, enterprise, and other software programs
- Understand and follow oral and written directions
- Meet schedules and deadlines
- Maintain confidentiality of files and other sensitive material

Licenses and certificates

May require a valid driver's license, automobile insurance required by law, and the use of a dependable automobile.

Working conditions

An employee in this classification generally works in an office environment with other people. Work is usually performed indoors. Noise levels are typically low or moderate. Interruptions may be frequent.

This classification is considered generally sedentary. Most work is performed while sitting at a desk and usually involves extensive use of computers, telephones, and other office equipment. Strenuous physical activity — such as repetitive lifting and carrying of heavy objects, crawling, or stooping — is not generally associated with this classification. The incumbent is not typically exposed to significant safety hazards.

Occasional evening or weekend work may be required. Occasional lifting and carrying of objects weighing up to 20 lbs.

Series

Early Care and Education

Salary range 80

Approved by the Personnel Commission:

May 26, 2022

Revised:

December 14, 2023