

ASSOCIATION FOR CHILD DEVELOPMENT

Job Description Form



Job Title: Center Monitor		
Location: Hillside, Illinois		
Department: Monitoring		
Reports to: Center Operations Manager		
Level/Grade: <input type="checkbox"/> Manager <input checked="" type="checkbox"/> Non-Manager	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Temp	Hours: 40 / week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt

GENERAL DESCRIPTION

The Association for Child Development is a sponsor of the Child and Adult Care Food Program (CACFP) in the state of Illinois. The CACFP is a federally funded program that provides payments to child care facilities for eligible meals served to participants who meet age and income requirements. The role of the Center Monitor & Resource Specialist is to develop and maintain open communications and cooperative relationships with child care center directors and any staff they might employ, while at the same time identifying areas of noncompliance through monitoring visits of the facility and monthly processing of claim paperwork. Additionally this person will be providing support to centers to help correct any problems and give additional training, or technical assistance, as necessary.

WORK REQUIREMENTS

- Minimum two to three years of related work experience in Child/Family/Human Services.
- Must demonstrate exceptional written and oral communication skills and have the ability to interact with people from diverse cultural and educational backgrounds.
- Must have access to a reliable automobile and ability to travel throughout designated service area and to various in-service training locations. Must possess valid driver's license and auto insurance.
- Must be able to type a minimum of 40 wpm.
- Knowledge of customer service principles and practices.

EDUCATION REQUIREMENTS

- Some college or equivalent work experience required.
- Intermediate to advanced level in Microsoft Office including: Word, Excel, and Outlook.

KEY COMPETENCIES

- Interpersonal skills
- Communication skills - verbal and written
- Listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Data collection and ordering
- Customer service orientation
- Adaptability
- Initiative
- Stress tolerance

JOB DUTIES

- Assist the Center's Operation Manager in the implementation of new procedures and processes as needed to enhance communication and productivity.
- Follow established procedures to review and process all components of centers' paperwork to verify the validity of monthly reimbursement claims submitted by the child care centers.
- Record missing documentation or information according to established procedures in the Center file and/or ACD

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database, as appropriate.

- Maintain a working knowledge of federal and state procedures and policies to the CACFP in order to ensure that all menus and other documents meet the appropriate USDA requirements.
- Maintain a positive, professional and helpful attitude when speaking with center staff and all staff members of ACD.
- Record details of inquiries, comments and complaints from child care facilities. Record details on actions taken.
- Communicate and coordinate with internal departments.
- Ensure that all claims meet the criteria for reimbursement set forth by the United States Department of Agriculture (USDA) and the Illinois State Board of Education (ISBE).
- Maintain knowledge of all requirements for processing menus.
- Conduct claim adjustments (negative or positive) upon center request and supervisor approval. Including, but not limited to ISBE review report results, management approval, licensing, compliance reasons, etc.
- All other duties as assigned by supervisor.

AS A FIELD REPRESENTATIVE OF THE SPONSOR:

- Educate child care centers on all Child and Adult Care Food Program (CACFP) requirements, including specific United States Department of Agriculture (USDA), Illinois State Board of Education (ISBE), and the Association for Child Development (ACD) rules, regulations, and guidelines; and conduct monitoring visits to assure compliance of all CACFP regulations.
- Ensure compliance with basic health and safety requirements and immediately reporting to the appropriate authority any serious problems observed.
- Ensure compliance with child/staff ratio requirements and immediately reporting to the appropriate authority any violations observed.
- Assess whether the child care center has corrected problems noted in previous review(s); and assign corrective action for problems encountered.
- Follow all monitoring requirements, including but not limited to:
 - Conducting at least one regular center review each trimester with each child care center assigned to her/him, as well as special center reviews as necessary including supper, weekend, and shift reviews. A total of three reviews are required in each fiscal year, and at least two reviews must be unannounced. All reviews must include a meal/snack observation, unless approved by Center Operations Manager.
 - Observing at least two meals and/or snack with each child care center each fiscal year. Children must be observed eating for the review to count as a meal observation.
 - Conducting Introductory Visits as required, educating new child care centers on the rules and regulations of the CACFP.
 - Conducting 4-week follow-up reviews within 28 days of the date the child care Center begins claiming.
- Check, verify, and document that the child care center has all required documentation at each review including, but not limited to: last 30 days of menus, Permanent Agreement, Site Sheet, Pre Approval Form, child care centers' last three Review Forms, Enrollment Forms for all children in care, and current day care license.

REVISIONS

DATE REVISED

OCTOBER 2015