

ProKids, Inc.
Central Indiana First Steps SPOE
Executive Director/SPOE Director Job Description

Qualifications: Executive Director/SPOE Director must have a Baccalaureate Degree; minimum of five years of experience in First Steps system; minimum of five years of experience in management; knowledge of non-profit accounting, federal grant requirements, human resources and benefits administration; ability to lead teams to achieve desired outcomes; ability to work with Board of Directors and implement board directed initiatives; ability to professionally represent ProKids and First Steps in the community.

Supervision: The Executive Director/SPOE Director reports to the ProKids Board of Directors

Responsibilities:

- ❑ Oversight and administration of ProKids, including responsibility for financial/regulatory affairs, benefits administration, program and federal grant compliance
- ❑ Oversight and administration of SPOE contract, including all facets of service coordination, LPCC, and ED team services
- ❑ Direct supervision of Associate Director/LPCC Director, Assistant SPOE Director, Accounting/HR Manager, ED team manager, and Executive Assistant
- ❑ Work with Board of Directors to develop strategic vision and identify/carry out initiatives to improve the organization
- ❑ Provide monthly financial reports to Board of Directors
- ❑ Work closely with State staff to ensure program administration aligns with state priorities and goals
- ❑ Participate in annual audit and ensure recommendations to enhance federal grant compliance
- ❑ Other activities as directed by the Board of Directors

Central Indiana First Steps Council

Job Description

Associate Director of ProKids/ Local Planning and Coordinating Council (LPCC) Program Director

Qualifications: The Associate Director/LPCC Program Director must possess a baccalaureate degree and three (3) or more years of management experience in health/human services and/or not-for-profit agencies. The Associate Director/LPCC Program Director should also have experience facilitating group process and managing volunteers. The Associate Director/LPCC Program Director should have experience in grant writing and program development. The Associate Director/LPCC Program Director works in conjunction with the Board of Directors and the Executive Director to help with board development and the implementation of board decisions. A broad knowledge of the First Steps program and community resources is required. Experience in marketing, event planning and execution, budget management, and graphic design is also helpful. Excellent written and oral communication skills are required. Strong interpersonal skills with the ability to maintain relationships with a diverse group of stakeholders are also required.

Supervision: The Associate Director/LPCC Program Director reports directly to the Executive Director of ProKids. The LPCC also provides input to the Executive Director regarding the performance of the LPCC Program Director.

Responsibilities:

1. Provides oversight and coordination of vendors for ProKids office facilities.
2. Manages logistics, space planning, and use of office facilities.
3. Oversees the process for securing insurance and/or renewing insurance coverages.
4. Reviews the bank account and reconciles the bank statement with Quickbooks.
5. Participates in quarterly meetings of the ProKids Board of Directors.
6. Facilitates board development and assists with the achievement of board goals.
7. Assists the Executive Director with agency oversight as requested.
8. Provides oversight and coordination of LPCC activities, including volunteer management and recruitment, provider recruitment, community outreach, public awareness strategies, website and graphic media development, and compliance monitoring.
9. Manages the LPCC activities as outlined in the Scope of Work in the State of Indiana's contract for First Steps service provision, including programmatic and fiscal components.
10. Provides staff support for LPCC meetings and activities, including planning, communications, and execution.
11. Collaborates with other programs serving families and children, such as Healthy Families, DCS, CSHCS, Head Start, Part B school system services, and faith-based organizations.
12. Offers leadership at statewide First Steps and ICC meetings.
13. Other activities as assigned.

ProKids, Inc.
Central Indiana First Steps SPOE
Assistant SPOE Director Job Description

Qualifications: The Assistant SPOE Director must have a Baccalaureate Degree, 3-5 years of experience in the Indiana First Steps system, experience as a Team Manager, and must be credentialed at the Service Coordinator Specialist level.

The Assistant SPOE Director should have extensive knowledge of the Indiana First Steps system, working knowledge of community resources, commitment to family-centered care and cultural sensitivity, and the ability to work independently without direct supervision. The Assistant Director must be capable of assuming the duties of the System Point of Entry (SPOE) Director as needed.

The Assistant Director will work closely with the SPOE Director to ensure consistent policy development and application for all SPOE Intake/Service Coordinator teams and ED Team.

Supervision: The Assistant Director reports to the SPOE Director.

Responsibilities:

- ❑ Supervision of Team Managers and Training Coordinator
- ❑ Development of monthly SC staff meeting agenda with input from SPOE Director and management team
- ❑ Assist with supervision of SC as needed
- ❑ Monitor SC caseloads and referral distribution to ensure resources are maximized and caseloads are as equitable as possible
- ❑ Participate in interviewing and hiring new staff members in cooperation with the SPOE Director and Team Managers
- ❑ Address cost participation/insurance issues, including completion of issues log and communication with State staff, SPOE staff, and families as needed
- ❑ Address provider/provider agency issues, including coordination of LPCC concern log issues as needed
- ❑ Assist SPOE Director with monitoring SPOE performance standards to ensure achievement of RFF outcomes
- ❑ Other duties as assigned

ProKids, Inc.
Central Indiana First Steps SPOE
Executive Assistant Job Description

Qualifications: The Executive Assistant must have a High School degree or its equivalent, three years office management or executive assistant experience, strong written and verbal communication skills, excellent attention to detail and organizational skills.

Supervision: Reports to the SPOE Director

Responsibilities:

- ❑ Ensures the maintenance of the electronic EI record, including timely and accurate data entry and filing
- ❑ Directly supervises Administrative Assistants and ensures duties are assigned to maximize efficiency and support of SPOE staff
- ❑ Assists SPOE, LPCC, and ED team staff with implementation of technology related projects and tasks
- ❑ Ensures availability of telephone coverage, including answering the main office line and receiving referrals
- ❑ Recommends, develops and implements policies and procedures related to office functions
- ❑ Supports the implementation of SPOE program policies and procedures, and ensures the office environment is conducive to their implementation
- ❑ Oversees office technology and works with vendors to ensure sufficient systems are in place; assists with troubleshooting; provides recommendations to Executive/SPOE Director
- ❑ Monitors office supply inventory and coordinates supply orders, with approval of the Executive/SPOE Director
- ❑ Other duties as assigned

ProKids, Inc.
Accounting/HR Manager

Qualifications: The Accounting/HR Manager must possess a Baccalaureate Degree and two (2) or more years of human resources and accounting experience. The Accounting/HR Manager should have considerable knowledge of principles and practices of personnel administration, experience with non-profit accounting and finance, effective oral and written communication skills, excellent interpersonal skills and ability to maintain employee confidentiality. Knowledge of the First Steps program and community resources is preferred.

Supervision: The Accounting/HR Manager reports directly to the Executive/SPOE Director of ProKids, Inc.

Responsibilities:

1. Administers various human resources plans and procedures for all company personnel;
2. Assists in development and implementation of personnel policies and procedures;
3. Prepares and maintains employee handbook and policies and procedures manual;
4. Processes semi-monthly payroll;
5. Performs benefits administration to include claims resolution, change reporting, and communicating benefit information to employees;
6. Conducts new-employee orientations and exit interviews;
7. Maintains Human Resource information and payroll records and compiles reports from database;
8. Maintains compliance with federal and state regulations concerning employment;
9. Provides semi-monthly budget reports to Executive/SPOE Director
10. Provides monthly financial reports to the Board of Directors, and quarterly financial reports to the LPCC and Bank of Indianapolis;
11. Participates in and provides fiscal report at quarterly meetings of the Board of Directors;
12. Completes and submits semi-monthly grant claim vouchers;
13. Coordinates and participates in annual ProKids financial and 403b audits; maintains communication with auditors as needed;
14. Supervises Accounting/HR assistant staff
15. Other duties as assigned.

ProKids, Inc.
Central Indiana First Steps SPOE
SPOE Training Coordinator Job Description

Qualifications: The Training Coordinator must have a Baccalaureate Degree, 3-5 years of experience in the Indiana First Steps system, experience with training development and implementation, and must be credentialed at the Service Coordinator Specialist level.

Supervision: The Training Manager reports to the Assistant SPOE Director.

Responsibilities:

- ❑ Conducts new staff orientation, including ProKids orientation and state required onboarding training
- ❑ Coordinates and completes new staff enrollment
- ❑ Develops training materials based on staff and management team input and/or senior management direction
- ❑ Ensures training materials, guidance documents and other reference materials are up to date and accessible to staff
- ❑ Assists team managers with targeted training for SC's as needed
- ❑ Plans, coordinates, and schedules topical trainings based on staff and management team feedback and/or senior management direction
- ❑ Ensures compliance with annual credentialing requirements, including communicating requirements to management team and staff, coordinating trainings necessary to meet compliance, monitoring, documenting, and reporting staff compliance as required by the state
- ❑ Participates in at least one SC team meeting monthly
- ❑ Other duties as assigned

Central Indiana First Steps Council

Job Description

Council Coordinator

Qualifications: The Council Coordinator must possess a Baccalaureate Degree and three (3) or more years management experience in Health/Human Services or Not-For-Profit Agencies. A broad knowledge of the First Steps program and community resources is required. The Council Coordinator should have experience in grant writing and program development. Excellent written and oral communication skills are required.

Supervision: The Council Coordinator reports directly to the LPCC Program Director.

Responsibilities:

1. With input from the Cluster G Council, assists with the SPOE/LPCC Scope of Work within the state contract.
2. Develops as directed and with input from the Cluster G Council, other grants.
3. Provides staff support for meetings of the Cluster G Council, including planning and communications.
4. Provides support to all committees of the Cluster G Council.
5. Assists the Cluster G Council to increase the number of organizations and parents who participate in the Central Indiana First Steps System.
6. Conducts parent recruitment activities and follows up with potential parents to facilitate participation on the Cluster G LPCC.
7. Collaborates with other programs serving families and children, especially groups like Healthy Families, DCS, CSHCS, Part B partners, Head Start, childcare agencies, and faith-based organizations.
8. Facilitates screening and referral of children involved with DCS.
9. Collaborates with SPOE and state staff on training opportunities.
10. Other activities as assigned.

Central Indiana First Steps Council

Job Description

Council Coordinator

Qualifications: The Council Coordinator must possess a Baccalaureate Degree and three (3) or more years management experience in Health/Human Services or Not-For-Profit Agencies. A broad knowledge of the First Steps program and community resources is required. The Council Coordinator should have experience in grant writing and program development. Excellent written and oral communication skills are required.

Supervision: The Council Coordinator reports directly to the LPCC Program Director.

Responsibilities:

1. With input from the Central Indiana Council, assists with the SPOE/LPCC Scope of Work within the state contract.
2. Develops as directed and with input from the Central Indiana Council, other grants.
3. Provides staff support for meetings of the Central Indiana Council, including planning and communications.
4. Provides support to all committees of the Central Indiana Council.
5. Assists the Central Indiana Council to increase the number of organizations and providers who participate in the Central Indiana First Steps System.
6. Conducts provider recruitment activities and follows up with potential providers to facilitate enrollment in the First Steps Program.
7. Collaborates with other programs serving families and children, especially groups like Healthy Families, DCS, CSHCS, Part B partners, Head Start, childcare agencies, and faith-based organizations.
8. Collaborates with SPOE and state staff on training opportunities.
9. Other activities as assigned.

ProKids, Inc.
Central Indiana First Steps SPOE
Team Manager Job Description

Qualifications: The Team Manager must have a Baccalaureate Degree, minimum of three years of experience as a First Steps Service Coordinator; experience leading or supervising teams preferred

Supervision: The Team Manager reports to the Assistant SPOE Director

Responsibilities:

- ❑ Direct supervision of Service Coordinators, including observation of home visits, review of files, identification of training needs, and correction of performance deficiencies
- ❑ Provide SC rotation for referrals and assist with caseload management, including monitoring caseload numbers, direction of coverage areas and assigning duties as needed to ensure coverage
- ❑ Work in cooperation with the Training Coordinator to follow up on employee training needs, including initial and ongoing training
- ❑ Conduct monthly team meetings with staff
- ❑ Participate in interviewing SC candidates
- ❑ Conduct annual performance evaluations of SC's
- ❑ Monitor SPOE performance standards to ensure achievement of RFF outcomes
- ❑ Work in with the SPOE management team to ensure consist implementation of SOPE policies/procedures
- ❑ Other duties as assigned.

ProKids, Inc.
Central Indiana First Steps SPOE
Service Coordinator Job Description

Qualifications: The Service Coordinator must have a Baccalaureate Degree including coursework or experience in child development, social work, psychology, education or related field, or related experience in lieu of degree; case management, home visiting, and/or early childhood preferred

Supervision: The Service Coordinator reports to the assigned Team Manager.

Responsibilities:

- ❑ Establishing professional working relationships with families and providers in order to facilitate a team approach to service delivery
- ❑ Completion and timely submission and/or entry of all child record information/documentation and authorizations needed to maintain the electronic Early Intervention (EI) Record, including utilization of the EI Hub data system as appropriate
- ❑ Completion and timely submission of clinical log notes
- ❑ Meet with families at mutually convenient times and locations, including via video call at the discretion of the family
- ❑ Inform families about all available First Steps services, including procedural safeguards and cost participation information, as well as information other community resources
- ❑ Complete eligibility determination/IFSP meeting and six-month review within required timelines
- ❑ Update family income and insurance information annually, or more often as needed
- ❑ Assist families in requesting payment plans, insurance waivers and other hardship requests related to cost participation
- ❑ Identify available service providers and offering all available choices to the family for selection
- ❑ Ensure the transition of every child leaving the system, including facilitating the involvement of the LEA, and planning and conducting the transition meeting within the required timeline
- ❑ Other duties as assigned.

ProKids, Inc.

**Job Description
Accounting/HR Assistant**

Qualifications: The Accounting/HR Assistant must have a high school diploma and demonstrated experience in data entry and small business or non-profit accounting. The ability to perform routine tasks with a high level of accuracy is essential.

Supervision: The Accounting/HR Assistant reports directly to the Accounting Manager/HR Generalist

Responsibilities:

1. Enters and posts accounts payable
2. Generates accounts payable checks as approved by Executive Director/SPOE Director
3. Creates invoices for accounts receivable
4. Enters and posts payments of accounts receivable
5. Prepares and posts deposits
6. Completes ED team billing
7. Assists Accounting/HR Manager as directed
8. Other duties as assigned

ProKids, Inc.
Central Indiana First Steps SPOE
Administrative Assistant

Qualifications: High School degree or equivalent, two years administrative experience, excellent attention to detail and ability to develop and maintain files.

Supervision: Reports to Executive Assistant

Responsibilities:

- ❑ Maintains the electronic Early Intervention (EI) record, including accurate and timely data entry and filing of all documentation
- ❑ Receives, sorts, and distributes mail; sorts data entry items
- ❑ Answers telephone and directs calls as appropriate
- ❑ Receives telephone, email, website, and other referrals; explains referral process and next steps as needed; gathers necessary information; utilizes EI Hub data system to input referral data or confirm re-referral; enters referral data into Teamwork system; utilizes rotation list to assign referral to the appropriate SC; ensures referrals are processed and assigned to SC timely
- ❑ Assists SC with tracking of physician signatures; follows up with physician as needed
- ❑ Other duties as assigned.