

## **Children's Friend Job Description**

**Title:** Quality Assurance Specialist

**Job Grade:** 10

**Reports To:** Vice President, Professional Development and Quality

**Qualifications:** Minimum of a Bachelor's Degree in Social Work, Education, Human Services or a related field. Minimum of 5 years progressive leadership experience in a professional, nonprofit service setting (or similar organizational setting) conducting or leading quality improvement activities; program evaluation; developing and monitoring outcomes; staff training. Experience in using an electronic client/customer database. Must have a valid driver's license, reliable automobile, and auto insurance.

**Skills:** Excellent verbal and written communication skills. Language skills that include the ability to read, analyze, interpret and apply compliance and regulation guidelines from a variety of regulators/funders. Ability to present data into accessible, actionable and meaningful information for decision-making and program improvement. Demonstrated computer skills/proficiencies: email, web, MS Word Suite (including Excel, Word, PowerPoint, etc.) Ability to create and maintain positive, productive working relationships. Critical thinking and problem resolution skills. Attention to detail. Ability to work effectively in a deadline-driven environment. Superior customer service and team work skills.

### **Duties**

- Collaborate with members of the Management Team to maintain a system of robust, data-driven, continuous quality improvement that informs and connects practice, training, and outcomes, in support of agency goals.
  1. Track and monitor compliance with performance standards associated with grant funded activities; e.g. Head Start, EHS/CC Partnership, Healthy Families America, Nurse Family Partnership.
  2. Monitor Early Childhood sites and classrooms for compliance with Head Start Environmental Health and Safety Standards; reporting immediate concerns to managers/supervisors at the site.
  3. Based on monitoring activity data work with program management and staff to incorporate recommendations into corrective action plans, professional development opportunities or/and supervisory routines.
  4. Ensure that the code of ethical practice that guides/governs each service areas is consistently followed, e.g. social work, nursing.
  5. Conduct regular audits of paper and electronic client records assuring that agency and regulatory standards, and best practices, are maintained and integrity of services provided is preserved.
  6. Use case record review data to assess for training gaps and make recommendations for training to program managers and Professional Development.
  7. Attend and participate in meetings that support implementation of agency services, i.e. Head Start Leadership, EHS/CC Partnership.
  8. Train and support staff assigned to monitoring activities for the agency and its partners.

- Ensure implementation of agency-wide practices for high quality service delivery documentation in all areas with a particular focus on compliance, confidentiality and client's rights.
  9. Conduct quarterly case record review and generate reports that identify areas of and strategies for improvement.
  10. Share case record review reports with program managers and direct service staff at regularly scheduled team meetings.
  11. Review and monitor compliance with HIPAA and the agency's privacy and confidentiality policies by conducting privacy audits at all agency sites; provide corrective action recommendations when necessary.
- Plan for and support the system of performance and quality improvement.
  12. Based on data make recommendations to program management and staff for quality improvement activities.
  13. Develop and implement project plans for Council on Accreditation processes.
  14. As requested, assist, or/and facilitate, staff groups that may be undergoing a review or accreditation processes.
  15. Stay abreast of changes in order to effectively serve as a resource for information regarding regulations, licensing, standards and program compliance; i.e. Head Start Performance Standards, Council on Accreditation Standards, Healthy Families America Standards, RI DCYF Child Care Licensing Standards, HIPAA Regulations.
- Support risk management activities of the agency.
  16. May Chair or co-chair the Safety Committee: hold monthly meetings of the committee and raise identified concerns in an appropriate and timely manner that they may be addressed to mitigate risk.
  17. Generate monthly and annual reports regarding classroom and agency incidents/accidents; make recommendations to mitigate associated risks.
- Contribute to the overall success of the QA/UR department by working constructively and collaboratively with other staff members to address programmatic or agency-wide issues and needs.
  18. Interact effectively and respectfully with others and particularly with individuals whose backgrounds and life experiences are different than one's own.
  19. Pursue ongoing professional development through professional reading and attending relevant workshops, webinars and conferences, including Children's Friend's Universal trainings.
  20. Other duties as assigned.

I have read the above list of duties pertaining to my position and agree to adhere to the policies and procedures of Children's Friend and Service.

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Employee's Signature

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Date

Created: 6\_2016 (MEL)

