

QUALITY ASSURANCE SPECIALIST	
REPORTS TO	CFDP Director
DEPARTMENT	Child and Family Development Programs
PROGRAM ASSIGNED	Head Start
LOCATION	Admin Office
SUPERVISORY	Yes, 0-10
FTE STATUS	100% (approx. 11 months a year)
FLSA STATUS	Exempt
SCHEDULE	M-F, 08:00AM-4:30PM
SALARY RANGE	\$5,717-\$9,779 / Month

PRIMARY PURPOSE

The Quality Assurance Specialist will assist to ensure continuity is provided in all program areas and by extending technical assistance. This position will assist in program resource development and implementation of new programs.

The Quality Assurance Specialist will provide administrative and management work coordinating and overseeing operations program wide for Head Start Prenatal to 5, on-going monitoring processes, and support. He/she is responsible for ensuring that contractual obligations are carried out and that sites comply with all Head Start Program Performance Standards, with all applicable local and state childcare regulations, and with agency and program Policies and Procedures.

The Quality Assurance Specialist will ensure Eligibility, Recruitment, Selection, Enrollment, Attendance (ERSEA) services for the Head Start/Early Head Start program are completed in a timely and appropriate manner. He/she will work to support systems integration of content area specialists that support activities, and design tools and systems for effective practice, implement a process of ongoing monitoring and continuous improvement for achieving program goals, and work to strengthen overall program and quality and service delivery.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Assist the Program Director to provide supervision, program monitoring and technical support for Center Managers.
2. Assist with the development of Community Partnership Agreements, to coordinate the three counties, with Director and Center Managers.
3. Assist in resource development and writing grants as requested by Director.
4. Responsible for coordinating program trainings and maintaining a tracking system to assure parent and staff needs are met according to program requirements.
5. Responsible for coordinating ad hoc committee meetings.
6. Responsible for gathering and compiling data to coordinate program reports such as, but



not limited to: Community Assessment, annual Self-Assessment and annual Report to the Public.

7. This position will be one of the Head Start representatives on Personnel Committee.
8. Assist the Director of the program with the responsibility for all program components as outlined in Performance Standards, including necessary documentation.
9. Maintain good working relationships with community agencies and individuals, Region X, DELC and other organizations.
10. Attend all appropriate meetings as requested by the Program Director, and provide reports.
11. Assisting Director in working with Policy Council as outlined in the Performance Standards.
12. Assist staff with professional development plans as needed.
13. Work in a cooperative manner with all staff and program committees to ensure a team approach to the delivery of services to the families and children in Head Start.
14. Must maintain a working knowledge and implement program plans, policies and Head Start Program Performance Standards.
15. Fulfill requirements as a Mandatory reporter.
16. Other duties assigned.

OTHER DUTIES AND RESPONSIBILITIES – Program Participation

1. Be a respectful, cooperative, and reliable team member, consistently treating co-workers, families, and community partners with respect and dignity.
2. Contribute to the operation of the program by attending and participating in Admin and program staff meetings; and sharing information gained through attendance at required trainings, workshops, and consultations.
3. Support in the evaluation and planning of program goals and plans.
4. Maintain professional and collaborative relationships by supporting and implementing position related duties of program contracts, MOU's and interagency agreements.
5. Maintain professionalism in dress and manner: Arrive to work on time, ready to work and participate. Meet program timeframes, checking email daily as well as site specific communication systems.
6. Ensures and maintains strict confidentiality of all sensitive information.

Code of Conduct:

Perform all work in compliance with program plans, policies Performance Standards, and CAT Codes of Conduct.

Confidentiality:

Respect and maintain program and client confidentiality policies regarding enrolled children and families, personnel issues, and other program operations as appropriate. Continuously ensure strict confidentiality of all sensitive information encountered while performing the duties of the position.



Training:

In consultation with supervisor, develop professional work goals and development plan, participating in training as requested.

JOB/BEHAVIORAL COMPETENCIES

1. Experience and education in children's learning styles.
2. Evidence of organizational skills with attention to detail.
3. Must have dependable transportation and/or valid driver's license and auto insurance.
4. Evidence of ability to work in a cooperative team manner, coordinate directly with members of management, able to follow directions and program rules and policies.
5. Must be on the Central Background Registry, pass a pre-employment drug screening and have completed a TB screen.
6. Must be willing and available to work flexible hours, occasional evenings or weekends; also, to include the ability to attend meetings and trainings that may require out-of-town travel and overnight stays.
7. Must have advanced knowledge and skills with computers including Microsoft Office, Adobe, Google Drive, etc.
8. Ability to work with families from a diverse population.
9. Ability to de-escalate situations effectively, and to problem solve efficiently and bring issues to resolution.
10. Ability to return to task quickly despite constant interruptions.
11. Ability to effectively communicate positively, respectfully, sensitively and confidentially in a professional manner with children, families, community partners and co-workers in both verbal and written format.
12. Make decisions independently in accordance with established policies, and use initiative and judgment in carrying out tasks and responsibilities.
13. Utilize problem identification and resolution techniques.
14. Establish and maintain records, reports and statistical data.
15. Remain calm and use good judgement during confrontational or high-pressure situations. Courteously meet and interact effectively with coworkers, children and families as well as the public.
16. Effective organizational and record keeping, use of computers and a variety of software applications. Understanding effective mentoring and modeling strategies.
17. Experience and education in adult learning styles.
18. Experience and knowledge of planning, budgeting and monitoring expenditures and reviewing fiscal statements.
19. Experience with grant writing.
20. Ability to operate and troubleshoot minor problems on all office machine such as copier, fax, binder, laminator, etc.

COACHABILITY - JOB DESCRIPTION ESSENTIAL FUNCTION

1. Complete designated job tasks, special projects and all other duties as assigned to meet team, department, and Community Action Team, Inc. goals, while working cooperatively, efficiently, and productively in a team



environment.

2. Actively demonstrate high levels of employee engagement, accountability, coachability, and responsibility for personal performance and results.

COACHABILITY – JOB DESCRIPTION KNOWLEDGE, SKILLS ABILITIES

1. **Growth Oriented** - Seek out and approach training opportunities with active engagement and curiosity, while learning and exhibiting understanding of Community Action Team, Inc policies, protocols, and performance expectations. Demonstrate initiative to incorporate and implement learning principles from informal and formal training, as well as feedback from leaders and co-workers. Actively pursue professional development opportunities to add value to Community Action Team, Inc, including learning, adopting, and quickly adapting to new techniques and technologies used in the changing utility industry.
2. **Accountable** - Actively demonstrate accountability and responsibility for both work product results and the impact behaviors and decisions may have on the ability of others to do their jobs well. Work cooperatively in a team environment, while consistently demonstrating collaborative, respectful and productive work habits.
3. **Coachable** - Receive, interpret, and implement job-related instruction, guidance, coaching, and training (both formal and informal) while progressively improving skills and overall success in performing assigned duties. When issues of poor performance or negative behaviors are raised, incorporate feedback in a constructive manner that demonstrates understanding of the concern and an ability and willingness to achieve the required consistent and sustained improvement.

MINIMUM QUALIFICATIONS AND EXPERIENCE

Minimum:

1. Baccalaureate degree in Human Services, Child Development or related field.
2. A minimum of three years' experience in the supervision of staff and the management of information systems within and between organizations.

PREFERRED:

1. Master's degree in Human Services, Child Development or related field.
2. Three years Head Start experience in a supervisory or management role, and ability to complete/manage projects.
3. Bilingual skills

PHYSICAL DEMAND

☒	Lifting	☐	Pulling	☒	Reaching	☐	Manipulating
☐	Carrying	☐	Pushing	☐	Shoveling	☒	Keying/typing
☒	Other (Sitting for long periods)						



Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.		X		
Between 1 & 5 lbs.		X		
Between 5 & 25 lbs.	X			
Between 25 & 60 lbs.	X			
More than 60 lbs.	X			

☒ Sitting	☒ Standing	☐ Walking
☒ Stooping	☐ Bending	☐ Confined
☒ Other (Kneeling)		

MENTAL OR VISUAL DEMAND

☐	Occasional mental and/or visual attention; the operation/task performed is either close to being automatic or the duties require attention only at long intervals.
☐	Frequent mental and/or visual attention; the flow of work is either intermittent or the process involves intermittent checking or interacting with others.
☐	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor and respond to various situations.
☐	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
☒	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.

WORKING CONDITIONS

☐ Dust	☐ Dirt	☐ Heat	☒ Cold
☐ Fumes	☒ Noise	☐ Vibration	☐ Water
☐ Other (specify)			

☐	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
☒	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
☐	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.



☐	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
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☐	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.
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ATTENDANCE

1. Typical schedule is Monday-Friday
2. Hours are generally 8:00 AM – 4:30 PM with occasional need for weekend or off-hours support for events, trainings, etc.

SAFETY

Compliance with regular safety guidelines is acceptable.

FLSA STATUS

Exempt

CERTIFICATES/LICENSES

1. Food Handler's
2. Driver license
3. First Aid & CPR – Adult/Children
- 4.

EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.

☐	Executive/Senior Level Managers (1.1)	☐	First/Mid-Level Managers (1.2)	☐	Professional (2)	☐	Technician (3)
☐	Sales (4)	☐	Administrative Support Workers (5)	☐	Craft Worker (6)	☐	Operative (7)
☐	Laborer (8)	☐	Service Worker (9)				

SIGNATURES & DATES - The following signatures are required to confirm the accuracy and completeness of the Job Description; that essential functions are aligned with organization goals and objectives; to validate that it is clear, concise and supports compliance with legal considerations; and employee understanding of the job requirements.

NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.

I have read this job description. I understand my responsibilities and will fulfill them to the best of my ability.



<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>