

Job Description

Enrichment Service Program, Inc.

Job Title: Quality Assurance Manager

Department: Department of Early Childhood & Family Services

Classification: Exempt

Job Reports To: Department of Early Childhood and Family Services Director

Supervisory Responsibilities: Health & Safety, ERSEA, and CACFP Specialists

Job Summary:

The Quality Assurance Manager is responsible for ensuring that data and information collection, analysis and reporting are used to capture the progress and continuous improvement of program quality. Works closely with the Director as support and performing tasks considered a priority. Maintains close communication with the Director to recommend a course of action. Assist the Director in areas of program Compliance, Quality, Licensing, Health and Safety, CACFP and ERSEA. Responsible for the coordination of the annual program self-assessment, ongoing program monitoring, establishing policies and procedures as needed, preparing for the Federal Review, compiling data for the Program Information Report (PIR) and a variety of other administrative duties.

Major Responsibilities/ Activities:

- Maintains quality and compliance for all programs.
- Ensure the reporting system is effective in follow-up and correcting findings.
- Ensure that all reports and records are maintained accurately and promptly.
- Responsible for participation in annual and ongoing strategic planning sessions, contributing toward a collaborative and coordinated service delivery plan.
- Ensure documentation and approval of in-kind contributions, volunteer time and community support.
- Participate in the planning, development and implementation of an ongoing monitoring and self-assessment program.
- Coordinate and participate in the review of files, validating PIR information.
- Assist the Director in assigning responsible staff to address compliance issues.
- Ensures CACFP Specialist has accurate daily, weekly and monthly reports completed as required. This includes daily attendance reports, CACFP meal counts, monthly reports and other reports.
- Ensures the compilation and availability of CACFP, health & safety, and ERSEA reports.
- Responsible for annual submission on PIR data.
- Maintains a data base of potential and current Head Start facilities.
- Assists Director in establishing and maintaining positive relationships with school districts, community agencies, architects, contractors, etc. in securing new sites.

- Responsible for coordination of annual program Self-Assessment and compliance with the Head Start Performance Standards and OMB Regulations governing the Self-Assessment Process.
- Oversees process associated with Federal reviews including but not limited to gathering pre-site documents and preparation of pre-site/on-site documents.
- Initiates new or revised systems to improve program quality.
- Assists with formal and informal program monitoring.
- Maintain policies and procedures manual including ongoing monitoring.
- Reviews required reports such as ADA, ERSEA, and Enrollment etc.
- Processes applications for initial issuance or renewal of child care licensure.
- Maintains required records pertaining to licensed activities and prepares reports as required.
- Investigates sites to bring them into compliance with licensing standards and/or makes necessary action.
- Monitors all program operations to identify areas of non-compliance and assist in the development of corrective action plans.
- Ensures compliance with federal Head Start/early Head Start guidelines on in-kind contributions, volunteer time and community support.
- Attend required training to enhance knowledge of program operations, federal mandates, and other pertinent information required to perform in the risk management capacity.
- Maintain file to include center licenses and facility leases.
- Completes yearly updating and payment for licensed centers.
- Assist program director with general program administration as needed.
- Attends all meetings as required.
- Travels to evening meetings, conferences and for company business as deemed necessary.
- Other essential functions as assigned.

Minimum Qualifications:

- Bachelor's degree in management, public administration, business administration, organization development, sociology, or closely related field, and four years of professional level experience in social service or quality assurance delivery.
- Current physical examination and TB screen documentation upon hire
- Current CPR/First Aid certificates
- Nationwide Fingerprinting Background Check
- Previous Head Start or early childhood experience (preferred)
- Ability to coordinate and/or conduct training sessions (preferred)

Knowledge, Abilities, Skills:

Knowledge of federal, state and local government procedures and guidelines and experience in quality assurance

Very skilled in the use of computer technology, including PowerPoint presentations. Skill in using

computer for word processing and spreadsheet applications, database management

Ability to work with deadlines

Ability to express ideas clearly and concisely, orally and in writing, to groups and to individuals, and considerable knowledge of business English for preparing narrative reports
Ability to communicate effectively with staff, students, parents, community, private partners and external agencies and to make informed and objective decisions
Ability to compile and analyze data and make effective recommendations and decisions
Ability to work with and through people to establish goals, objectives, and action plans
Knowledge and understanding of Head Start/ Early Head Start services and relationship building
Knowledge of Head Start standards
Ability to create and present proposals to clients effectively through both written and verbal communication
Ability to think creatively when developing collaborative partnerships
Detail oriented
Ability to generate new partnerships through relationship building and networking
Ability to represent the organization in civic and professional organizations
Skilled in communicating and managing all aspects of signed agreements with departments, including but not limited to timelines, approvals and updates
Good written and oral communication skills
Interact with adults and children from diverse backgrounds
Communicate and maintain effective relationships with staff, children, parents and community representatives.
Organized, general record keeping practices
Maintain flexibility in work schedule to accommodate school schedules and child needs.

The work examples described in this specification are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from job performance requirements if the work is similar, related, or a logical assignment to the job.

Communication Skills

Clearly and effectively conveys and/or presents information verbally; Shares ideas and perspectives and encourages others to do the same; Writes in a clear, concise, organized and convincing way for the target audience; the message has a distinct beginning, middle and end and is error-free; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems

Interpersonal Skills

Relates well with others; treats others with respect; Shares views in a tactful, considerate way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others in various situations or settings; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers; Effectively handles challenging or tension-filled situations

Functional Expertise:

Has the skills, abilities, knowledge and experience to be successful in a functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise; Approaches problems resourcefully and creatively; actively pursues information related to problems; effectively generates solutions in a timely manner; Embraces and utilizes new technologies; Produces high quality work in organized and timely fashion; Manages time and priorities effectively

Physical Demands:

While performing the duties of this job, the employee is regularly required to walk, sit, use hands and fingers; reach with hands and arms; talk or hear. The employee is also required to stand, climb, balance, stoop, kneel or crouch. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee may be required to lift and/or move up to ten (10) pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and ability to focus.

Equipment Used:

Office equipment such as P.C., telephone system, calculators, fax machines and copy machines.

Additional Comments:

Acknowledged by:_____ Date _____

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.