



Job Description Form

Position Title: Quality Improvement Specialist

Program: Care About Childcare

Reports to: Quality Improvement Coordinator

FLSA Status: Exempt

EEOC:

General Summary: Provide bilingual English/Spanish services for CAC in general. Processes Start Up Grants. Provides supports to prospective and new providers through the licensing process and first year in business. BCC and ECC classes.

Essential Job Functions:

General Office Duties:

- Attend Children's Service Society and Care About Childcare staff meetings as scheduled
- Input phone calls received in database for statistical and reporting purpose
- Maintain a filing system for paperwork
- Coordinate with Quality Improvement Coordinator to maintain phone coverage for the department
- Assist the department with any copying, mailing, printing and other duties as assigned
- Update calendar and inform supervisor of schedule changes and needs
- Follow company policies
- Keep personal use of time to a minimum. Submit agency paperwork to appropriate supervisor in a timely manner. Follow policies and procedures, dress appropriately, and represent the agency in a positive manner
- Communicate with co-workers and team members in a positive, respectful and professional manner. Willing to work on good communication techniques, team building techniques and other ways to improve the CAC team.

Recruitment Consultant Duties:

- Provide technical assistance on phone or in person to providers including answering questions concerning the Licensing of Family Child Care Providers, Start-up Business issues, First Year Grants, Care about Childcare and Lending Library Information.
- Provide technical assistance for Spanish speakers for the Training and Quality Improvement Departments.
- Assist in translation as needed throughout the CAC program including but not limited to brochures and curriculum for recruitment classes.
- Follow-up after providing technical assistance including logging phone calls and entering information into the Utah Child Care Registry Database.
- Work with the Quality Improvement team to develop the yearly budget and program plan.
- Administrate the Start-up Grants, including marketing, home visits, awarding reimbursements, ordering materials, maintaining compliance and financial records for participants.
- Coordinate with supervisor to schedule classes, input schedule into training room calendar, Outlook and on the training registry, provide information on class dates to new providers.
- Develop and teach classes as needed and according to CAC contract.
- Provide consultation for Policies and Procedures, Record Keeping and Tax information.
- Develop and maintain a process and materials to acknowledge existing providers in the field.
- Provide outreach and coordination with professional child care associations.
- Provide outreach for the purpose of gaining membership in the Lending Library and encouraging new providers to raise their level of professionalism by attending classes.

- Follow the guidelines dictated by OCC.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of CSS services, Policies & Procedures Manual and Employee Training Manual
- Skill in operating equipment, such as personal computer, software and IT systems
- Skill in oral and written communication
- Ability to communicate with employees and business contacts in a professional and courteous manner
- Ability to work in a team environment
- Ability to organize multiple work assignments and establish priorities
- Ability to negotiate with others and resolve conflicts, particularly in sensitive situations
- Ability to pay close attention to detail and to ensure accuracy of reports and data
- Ability to make sound decisions using available information while maintaining confidentiality

Education and Experience:

Requirements:

- 1) Must have a minimum of a CDA or an Early Childhood Associates or similar.

And

- 1) Must have knowledge of adult learning and training.
- 2) Must have a minimum of two years training adults in best practice and child development.
- 3) Two years of paid professional experience working directly with children.
- 4) Due to the nature of this position, an up to date driver's license and reliable transportation is required.

| Physical Requirements: | Percentage of Work Time Spent on Activity | | | |
|---|---|---------|---------|----------|
| | 0%-24% | 25%-49% | 50%-74% | 75%-100% |
| Seeing: Must be able to read computer screen and various reports | | | | X |
| Hearing: Must be able to hear well enough to communicate with employees and others | | | | X |
| Standing/Walking | X | | | |
| Climbing/stooping/kneeling | X | | | |
| Lifting/pulling/pushing | | X | | |
| Fingering/grasping/feeling: Must be able to write, type, and use phone system | | | | X |

Note: The statements herein are intended to describe the general nature and level of work performed by employees, but is not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

05/2018