



Children's Services Council
of Leon County

POSITION DESCRIPTION
PROGRAM & QUALITY ASSURANCE SPECIALIST
POSITION NUMBER: 0006
REPORTS TO: Director of Finance and Operations

Position Summary:

The Program & Quality Assurance Specialist (PQA Specialist) works closely with the Director of Finance and Operations (DFO) and the Lead PQA Specialist to ensure sound programmatic practices and to help foster a strong partnership between CSC Leon and its funded Community Investment Partners (CIPs). The PQA Specialist provides support, and coordinates services and tasks related to CSC Leon-funded programs. This position is responsible for overseeing assigned contracts for various contracted programs and services, targeting children, youth, and families residing in Leon County. The PQA Specialist will assess contract compliance and high-quality program services. This position performs data entry services, site visits, and provides input regarding funded programs. The PQA Specialist will work collaboratively with CSC Leon staff, as well as relevant external organizations and partners.

This is a full-time, salaried position with benefits.

Primary Responsibilities:

The PQA Specialist is primarily responsible for interactions with CSC Leon's funded Community Investment Partners (CIPs). This position serves as an information resource to help provide program implementation, oversight and evaluation information related to funded programs to the Council, CSC Leon staff and the community. Also, the PQA Specialist attends community meetings as assigned.

Duties and Responsibilities:

- Facilitates the review of assigned programs against contract requirements, including funding utilization and disbursement requests to ensure program compliance.
- Provides technical assistance, training, and support to funded CIPs to improve program efficiency, effectiveness and quality.
- Maintains program files and answers inquiries from providers regarding administrative, programmatic, and financial procedures and practices.
- Facilitates performance review process for assigned CIP programs.
- Conducts on-site program observations, monitoring and evaluations to determine whether service delivery is in compliance with the contract.
- Gathers, maintains, and analyzes data from SAMIS or other reports related to their assigned CIP contracts, in cooperation with the Director of Finance and Operations, Lead PQA Specialist and CSC Leon staff.
- Prepares periodic performance review evaluation reports.
- Perform other related duties as assigned.

Experience, Knowledge, Skills, and Abilities:

- Demonstrated effective oral and written communication skills, with the ability to effectively present information, ideas, and opinions.
- Ability to establish and maintain harmonious working relationships with CSC Leon staff, customers (CIPs and the general public), and Council Members.
- Ability to work with diverse groups, providers and individuals in a collaborative and solution-focused environment.
- Ability to handle multiple priorities and meet established deadlines.
- Demonstrated experience and understanding of funding allocation processes including application, review, contracting and evaluation.
- Demonstrated proficiency in commonly used application software (Office 365 suite: Microsoft Word, Excel, and PowerPoint).
- Knowledge of database administration, development, and maintenance preferred.
- Demonstrated knowledge of best practices in quality assurance and/or continuous quality improvement and the appropriate programmatic area of assignment related to child/youth/family services.
- Must possess valid driver’s license, with access to personal vehicle with adequate insurance coverage or have other means to enable travel within Leon County, including getting to work and going to other locations during the day for meetings, on-site visits, assistance, monitoring, etc.

Minimum Educational Requirements:

Bachelor’s degree and two (2) years or more of successful experience in program management, grant management, or contract compliance; Bachelor’s degree-seeking candidate with a graduation date of no more than 12 months from the date of hire and three (3) or more years of successful experience in business administration, management or complex business environment performing high-level administrative duties; OR Associate’s degree and four (4) years or more successful experience in business administration, management, or complex business environment performing high-level administrative duties.

Physical Demands and Working Conditions:

The employee performs work in a normal office setting within a reasonable environment. While performing the duties of this job, the employee may be required to perform travel within Leon County. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Compensation:

\$45,000 - \$55,000, commensurate with experience and qualifications, plus benefits.

Team Member Name: _____

Team Member Employee Number: _____

Team Member Signature: _____ Date: _____

Supervisor Name: _____

Supervisor Signature: _____ Date: _____