

Partnership for Children of Cumberland County, Inc.
Fayetteville, NC

Position Description Plan
Job Description

Title of Position: Quality Assurance Specialist

Hiring Range: \$32,145-\$36,162

Supervisor's Name and Title:

VP of Planning and Evaluation

FLSA Status:

Regular, Full Time

Primary Purpose of Position:

The Quality Assurance Specialist reports to the VP of Planning and Evaluation and is responsible for quality improvement and quality assurance activities including data collection and data management, monitoring, evaluation, technical assistance, and training to support effective implementation of programs and strategies. The Quality Assurance Specialist will work to assess and ensure that direct service partners are implementing programs and activities that address community needs identified in Early Childhood Profile data reports, achieve intended outcomes, and are in compliance with legislative and various funders' requirements. This will be achieved through 1) site visits, and 2) regular desktop monitoring review of data and records. The Quality Assurance Specialist will proactively identify areas for improvement for technical assistance and consultation related to program operations and organizational advancement. The Quality Assurance Specialist must work closely with other departments within PFC to assure that quality assurance activities lead to quality improvement. The Quality Assurance Specialist will inform and lead on efforts to manage and improve program performance.

Duties and Responsibilities:

Database Management:

- Maximize the potential of Grants Evaluation Management System (GEMS) and iDashboard Software. Ensure data quality and develop and produce dashboards, reports, internal audits and analyses.
- Have primary responsibility for coordinating the collection, recording and retrieval of data. Create and maintain data files contained in multiple computerized database management systems (DBMS).
- Read source documents, verify the accuracy of data and may also prepare reports and manage data storage and retrieval systems. Implement and recommend operating methods to improve

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processing, distribution, data flow, collection and database editing procedures. Database management includes the following sub-categories

Data Collection and Data Entry:

- Perform data collection, data entry; enters data into database files and retrieves data to create draft reports.
- Enters and verifies a variety of data in appropriate formats. Tracks and verifies quality of data entry from all sources.
- Identify official, original, potentially useful, and ultimately understandable knowledge from web sites which is used to make essential business decisions.
- Compile relevant data to identify socioeconomic trends and patterns and the related institutional impact

Data Cleaning and Data Quality (QA):

- Compare the data and checking their interior reliability for ensuring they are properly organized.
- Evaluate the quality, quantity, attributes and uncertainties of the data to provide a reliable and useful data to meet the need. Resolves problems regarding the data. Monitors and refines the quality of the data entry process. Resolves data integrity issues.

Data Analysis: Provides assistance in the preparation of special analyses and reports. Analyze data for searching patterns, style, and difference in your data.

Reporting Data: Run data quality reports and routines to identify data quality issues. Input data into the data management systems. Complete quarterly reports and enhances the data tracking system for quarterly reports and overall evaluation tracking and analysis.

Database Builds: Test new GEMS features as developed with sufficient detail so that the system does not have any major problems when new module is implemented. Determine capabilities and shortfalls of the GEMS data reporting system to position PFC for a long-term viable future of service.

Quality Assurance:

- Support implementation of a comprehensive programmatic quality assurance process. Assess direct service partner's program operations for: alignment with data on community needs (such as Early Childhood Profile); adherence to evidence-based and evidence-informed requirements, including model fidelity; results-based quality improvement in program implementation; and governance skills of management and staff.
- Ensure the Quality Assurance process adequately implements the Accountability Plan and is coordinated with the program monitoring process.
- Support agency-wide definition of program goals, objectives and measures, strategic plan implementation, and program evaluation.
- Develop and refine Quality Assurance approach and tools as needed over time. Provide informal guidance on relevant logic models, guidelines and requirements.
- Document activities and findings for each site visit in a timely manner according to PFC standards.
- Recommend plans to improve effectiveness. Regularly discuss results of reviews with Vice President of Planning and Evaluation and develop appropriate response from PFC. Support a culture of data-driven decision making to include using data for both quality assurance and quality improvement.

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- On a regular basis, review programmatic data, reports, and other records PFC submits to NCPC and other funders. Also review data and information that NCPC and other funders generate on PFC. Use this information to inform the quality assurance process.

Support Studies, Evaluations and Thematic Assessments

- Participate in studies as required to include but not limited to Child Care Supply and Demand, Partnership Needs Assessment, Community Scorecard. Support various thematic assessments as required.

Evidence Based/Informed Practice Resource

- Become subject matter expert in a various evidence based/informed practice. This base of knowledge and experience serves as a resource to shared partners and direct service providers who may need assistance from an authority as to how to implement program in accordance with the researched program design.
- Promote the systematic uptake, sustainability and effective use of evidence-based/informed programs and practices in typical service and social settings. Monitor implementation to ensure model fidelity.

Technical Assistance/Training/Consultation

- Follow up to ensure direct service partners receive technical assistance on Quality Assurance issues as needed.
- Provides *on-site consultation services* to facilitate the assessment and resolution of a program-/organizational issue-specific concern to include but not limited to data collection, data analysis, interpretation of data, & report creation. Provides *coaching services* to (1) improve data collection/management, (2) reduce the time and energy needed to create reports, (3) customize the content of reports for multiple audiences, (4) improve capacity for interpreting and reporting data, (5) increase confidence and capacity to use real-time data in informing the decision-making process and (6) monitor grantees and customize strategies /targets. Offers *training* on various topics, in various formats (on-site, webinars) and for various purposes. Undertake orientation for GEMS Lite staff on outcomes, guidelines, tools and process details.

Board and Committee Support

- Maintains and distributes meeting packets to include agendas, minutes and memoranda; communicates verbally and through memoranda between staff and committee members to obtain and relay appropriate information.
- Works closely with Vice President of Planning and Evaluation and the Planning & Evaluation Committee to enhance understanding of early childhood issues and trends and thus inform PFC's policy, decision making and advocacy efforts.
- Provides input in the strategic planning process.

In Addition: In the event Quality Assurance Specialist possesses bilingual skills, the incumbent may be required to perform translation services at the direction of the President.

Attend committee meetings and participate in community events and PFC sponsored events at the direction of the President.

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It is the responsibility of all staff to contribute to the positive work environment at PFC.

PFC staff may work multiple grant activities; Time worked will be allocated as appropriate.

PFC staff may work in other counties at the direction of the PFC President or designee; Time worked will be allocated as appropriate.

PFC employees will abide by the PFC policies and procedures and confidentiality statement in regards to working with sensitive information.

The Data Management Technician is responsible for other duties as assigned.

ESSENTIAL FUNCTIONS :(4)

Non-Exempt/Exempt Non-Supervisor

1. Responds to concerns/complaints (internal and/or external) in a professional/timely manner; refers concerns/complaints to immediate supervisor, when appropriate; maintains composure at all times.
2. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to immediate supervisor.
3. Carries out directions; follows through and completes assignments in acceptable time frames; applies technical and procedural know-how to get the job done in an acceptable manner; adjusts behavior for the effective use of time and resources.
4. Effectively supports co-workers in establishing and achieving objectives while showing courtesy and respect toward others.
5. Assumes responsibility for managing personal time/schedules/deadlines; advises immediate supervisor of any conflict which may inhibit the organization's obligations; observes established rules/policies/procedures.
6. Communicates ideas/information for improving efficiency/procedures/cost control.
7. Coordinates time off/time away from work site with immediate supervisor to minimize disruptions to the unit/ organization.
8. Takes initiative to accomplish goals; demonstrates ability to learn on the job; maintains appropriate skills for the position.
9. Interacts with other departments/providers to assure information that affects the organization is communicated to the proper recipients.
10. Acknowledges and abides by all PFC established policies and procedures.

Knowledge, Skills, and Abilities:

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1. Ability to design and implement systems necessary to collect, maintain, and analyze data.
2. Analytical ability is required to gather and summarize data for reports, design reports and apply appropriate filters, find solutions to various data challenges, and prioritize work.
3. Excellent organizational skills and initiative; capacity to accept and follow through on assigned responsibilities with minimal guidance.
4. Ability to develop, plan, and implement short- and long-range goals.
5. Skill in examining and re-engineering operations and procedures, and developing and implementing new strategies and procedures.
6. Attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines
7. Communicates clearly and concisely, both orally and in writing.
8. Ability to maintain confidentiality of information in the performance of duties.
9. Possess strong interpersonal skills which allows for appropriate interaction with personnel in the state, in the community, and within the agency.
10. Must have knowledge of a variety of computer software applications in word processing, spreadsheets, database and presentation software.

Education and Experience – Minimum Requirements:

1. Bachelor's degree in education, economics, statistics, social science or related field, with strong quantitative skills preferred, to include coursework at level of Intermediate Statistics
2. At least three years of field-based data collection and analysis experience.
3. Additional experience may be substituted for post high-school education, provided the requisite skills have been obtained.
4. Valid driver's license.

Physical Requirements:

Must be able to perform *Essential Functions* of the position.

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Employer's Rights: This job description is general in nature, and illustrative of the kind of duties and responsibilities required of this position. It is not exhaustive and does not contain a detailed description of all of the duties that may be required of the incumbent occupying this position.

Created /Evaluated		
Revised	July 1, 2010	
	Jan 2012	
Re-evaluated	Feb 2013	
	April 2018	Re-Evaluated/ Title Change
	Jan 2019	Re-Evaluated