

## Job Description

**Title: Quality Improvement Specialist**

**Department: Quality Counts**

**Reports to: Diana Ragbeer/Paloma  
Lopez-Barcena**

**Date: October 2017**

**Approved: By Diana Ragbeer/Fiorella  
A. Christie**

### **Job Summary:**

The Quality Improvement Specialist is responsible for supporting the implementation of Quality Counts (QC) and Accreditation standards in Monroe programs leading to progress through the QC system and Accreditation process.

### **Essential Duties and Responsibilities:**

- Ensure that technical assistance services and coaching align with the QC Initiative and Accreditation standards to meet the specialized needs of providers in Monroe.
- Works collaboratively with Monroe providers to provide targeted coaching based on the unique and evolving needs of the program.
- Demonstrates the ability to manage multiple projects and deliver technical assistance and coaching to multiple providers
- Works collaboratively with QC partners to connect Monroe providers with additional supports and resources based on the unique needs of the provider.
- Develop and demonstrate awareness of the QC initiative and the mechanics of the process, including the standards, scoring, community resources and supports available.
- Demonstrates the ability to work effectively in underserved communities, low income areas and priority programs
- Demonstrates ability to work effectively with adult learners, especially in the areas of training and application of motivational strategies.
- Demonstrates an understanding of the Continuous Quality Improvement Process (CQI), and how to coach providers to create program change.
- Display knowledge of environmental quality assessments used within the QRIS (e.g., ERS, CLASS). Must become a reliable CLASS Observer within 3 months of employment.
- Conducts classrooms observations, informal assessments, and provides meaningful feedback to teachers and staff on interactions, curriculum instruction, lesson planning, classroom management, developmentally appropriate activities and daily routine.
- Works in collaboration with providers to develop SMART (Specific, Measurable, Attainable, Relevant and Timely) goals and action plans.
- Enters detail, objective notes for each of the visits conducted to the program, into the WELS database, within the timeframe.
- Displays knowledge of DCF Child Care Licensing Rules and Regulations for Monroe programs.
- Demonstrates content awareness of the NAEYC Code of Ethics, Florida Early Learning Standards, child development, curriculum, child assessment and working with families.

- Assists providers in achieving accreditation/re-accreditation for all Gold Seal accreditation bodies.
- Demonstrates leadership in the field through ongoing professional development and participation in workgroups and professional organizations at the community level and/or state level.
- Develops and demonstrates the ability to utilize all technology and technology protocols associated with QC including but not limited to: WELS database.
- Ability to work collaboratively with diverse populations in a culturally appropriate manner.
- Ability to work independently and organize activities essential to the position.
- Assists with eligibility screening and parent support for the School Readiness and Voluntary Pre-K program as needed.
- Assists the Managing Director with special projects, including community outreach activities and events as needed.
- Performs related duties as required.

**Skills and Abilities:**

- Accountability and excellent organization and time management skills
- Adaptability
- Ability to predict agency needs
- Problem Solving
- Excellent communication skills, both written and oral
- Bilingual (Spanish) strongly preferred

**Qualifications:**

- Bachelor's Degree on Early Childhood Education or related field required
- 3 or more years of classroom experience in early childhood or a related field required
- Bilingual (Spanish) strongly preferred
- Computer skills required, including a working knowledge of Word and Excel
- Excellent communication skills including telephone/email etiquette, listening skills and the ability to respond sensitively and empathetically to the needs of others
- Ability to work with a diverse population
- Valid Florida Drivers License

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Work Environment:**

The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderately quiet.

**This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implies or otherwise, other than an "at will" relationship.**

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date