

JOB DESCRIPTION

(Quality Improvement Department)

Position: **Director of Quality Improvement (DQI)**
Reports to: **Chief Operating Officer (COO)**
Grade Level: **25**
Wage & Hour Status: Exempt

Purpose: The **Director of Quality Improvement** of the Early Learning Coalition of Seminole (Coalition) is primarily responsible for the management, coordination, and support for School Readiness and Voluntary Pre-Kindergarten (VPK) Providers Professional Development through technical assistance, assessment, monitoring, and training. To create, implement administers and enforces all policies, procedures, and activities required for the Coalition to operate by the statutes, rules, laws, and regulations that govern the SR & VPK Programs. The DQI will exercise independent judgment, within established guidelines, in interpretation, and enforcement of rules, regulations, and statutes relating to federal, state, and privately funded programs.

The successful candidate must possess exemplary interpersonal, customer service and organization skills along with a professional demeanor.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and obligations may be modified when deemed appropriate by management.)

Functions and responsibilities:

Leadership and Supervision

- Lead, supervise and train direct staff in all aspects of the job accountability and compliance regulations.
- Document performance as required; writes and delivers yearly Performance Review for direct reports on a timely basis.
- Coach and counsel direct reports staff as necessary to improve and maintain performance.
- Execute and follow through of all disciplinary actions and performance Improvements plans of direct reports staff.
- Set staff annual goals and objectives and monitors minimum quarterly for direct reports.
- Ensure the direct reports meet requirements of responsibilities as stated in their job description.
- Communicate and update COO regularly on issues of employee, and providers.
- Communicate regularly with relevant state officials through conference calls, e-mails, phone calls and meetings.
- Provide related program expenses information to the COO on a timely basis.
- Take a leadership role in forecasting, analyzing trends and makes recommendations to the COO related to programs.
- Foster teamwork and collaboration amongst cross-functional teams.
- Demonstrate excellent financial steward of the organization.

Compliance:

- Perform any additional administrative services as indicated in Florida Statutes, the Plan, and OEL.

- Ensure compliance with Florida Statute, Federal and local policies and procedures for Coalition operations.
- Oversee the program monitoring of contracted providers to ensure contractual compliance.
- Coordinate the Coalition's programmatic review as required by OEL.
- Assist with Coalition process by detecting and investigating possible acts of fraud, abuse of services related overpayments, and provider contractual obligations.
- Establish and coordinate consistent processes and procedures for conducting onsite and desk audit monitoring of the School Readiness and the VPK providers contracts.

Development/Training/Technical Assistance:

- Attend all mandated state training programs.
- Stay abreast of new early childhood trends, and SR/VPK programs requirements trends.
- Ensure direct reports are trained in program policies, procedures, and systems, as needed.
- Share with appropriate staff information/knowledge gathered at conferences and meetings.

Program Support:

- Ensure Coalition's goals achievement from Quality Improvement Systems (PFP), ASQ Online, to Pre and Post Child Assessments.
- Ensure new contracted School Readiness and Voluntary Pre-Kindergarten (VPK) child care providers receive appropriate provider orientation upon implementation of Provider's Agreement and annually after that, as needed.
- Oversee the design and coordination of providers training of developmentally appropriate early care and education for infant and toddler research based best practices.
- Monitor the quality of child toddler improvements and enhancement of on-site consultation for TA, mentoring, and support using a Quality Improvement Plan (QIP), and support provided to build programs' capacity to improve and assure the continuing quality of their services to infant and toddler.
- Oversee the design, coordination, and monitoring of Provider Corrective Actions Plans (CAP) to improve services and comply with contractual obligations.
- Develop training that will assist practitioners in reaching program improvement goals and assist with the grant training cohorts.
- Coordinate monitoring, training, and quality support assistance for child care sites receiving funding through the Coalition.
- Design and coordinate Professional Development activities annually and after that with ideas for innovative enhancements of new initiatives that will enhance Provider's high-quality education services.
- Work with provider owners and directors, as appropriate, to establish a continuous plan of program improvement and demonstrate improved child outcomes based on the Florida Early Learning and Developmental Standards.
- Ensure that Quality Improvement team hours of operation and service levels provided by staff are responsive to the community and provider needs.
- Perform or coordinate duties of staff members in their absence or upon requests for assistance.
- Prepare monthly reports for COO and provide updates, as needed.

- Supervise and direct report departmental administrative functions to include follow up on compliance letters and various tracking.
- Manage the department direct staff reports PTO schedule for appropriate service coverage.
- Prepare and submit plan amendments related to areas of responsibilities.
- Coordinate monitoring activities to ensure the Coalition is effectively meeting programs outcomes, per Coalition plan.
- Make recommendations for process improvements to ensure efficient management of Quality Improvement of child care provider services.
- Assists with the development of procedures, as it pertains to compliance with Florida Statutes. Assists with the implementation of the School Readiness Plan adopted by the Board of Directors for the Coalition and approved by the Office of Early Learning, including providing requested information to the Office of Early Learning, as directed by the COO.

Qualifications:

- Supervisory experience in managing and directing a team of three or more people.
- Responsible to maintain certifications and trainings, as pertain to Coalition and OEL.
- Strong delegation and follow through skills.
- Ability to organize, coordinate projects, set priorities, meet deadlines and follow-up on own and subordinates assignments with little or no supervision.
- Proven ability to meet deadlines and manage time effectively.
- Ability to lead collaboratively work and foster teamwork amongst cross-functional teams.