

Program Quality Specialist

REPORTS TO: Operations Manager

FLSA STATUS: Exempt

STATUS: Full-Time

SAFETY SENSITIVE: Yes

Job Summary:

Under the direction of the Operations Manager, or designee, the Program Quality Specialist is responsible for providing assistance in support of a foundation for Head Start readiness and later school success, by promoting children's growth and development. Program Quality Specialists are required to demonstrate competencies needed to provide effective planning, monitoring and technical assistance that ensure effective Head Start Program Performance Standards described in the Head Start Early Learning Outcomes Framework.

Essential Functions:

The Program Quality Specialist will ultimately be evaluated on a combination of skills, dispositions and behaviors, some of which are related to the specific service area of this position and others that represent general expectations of all our agency employees.

The Program Quality Specialist responsibilities chiefly fall within the following essential functions, although s/he may perform other tasks and/or duties as assigned. The Program Quality Specialist will demonstrate competency to perform essential functions that include:

- Annually establishes a planning calendar to address the core monitoring activities to be conducted over a 12-month period.
- Assists with the planning, developing, and executing the annual Self-Assessment process, including protocols, tools, and methodologies to be utilized.
- Review existing monitoring tools to determine whether additional monitoring practices should be implemented to address priority areas.
- Provides training to new staff on the program's approach to monitoring and expected monitoring outcomes.
- Provides regular monitoring oversight to ensure full compliance of operations with the Head Start Program Performance Standards, Head Start Act, Arizona State Licensing, and PGCCS internal protocols (including any written policies, plans or procedures).
- Consistently monitors health and safety of sites, including compliance with Arizona State Licensing, to ensure environments are safe and supportive of children's growth and development.
- Collects and analyzes a wide variety of data to assess performance and recommends improvements in operations including observations, site screening, home visits, interviews, document reviews, and data analysis.
- Develops written reports to address compliance concerns and opportunities for improvement, as well as strengths.
- Communicates monitoring concerns and assists content management in the development of corrective action plans as needed.
- Validates that corrective actions have been implemented and sustained through data analysis and observation.
- Assist with monitoring, reports to PC and Board in the annual Self-Assessment and other program monitoring activities.
- Provides feedback and input into the annual training and technical assistance plan to ensure that ongoing monitoring concerns are addressed systematically through formal training and professional development.
- Promotes ongoing commitment to excellence and continual quality improvement to ensure the highest quality of services to our staff and clients.
- Assist with professional Development as directed

Minimum Requirements:

- AA Degree in Family Studies, Education, ECE, Social Work, Business or closely related field, Bachelor's Degree Preferred. All education must be from an accredited institution.
- Requires advanced skill in using Excel, PowerPoint, Word, Access, Internet and email.
- Health Questionnaire is required at hire and will be updated every 3 years.

- Arizona’s driver’s license, proof of insurance, fingerprint card, Social Security card, and as needed provide a vehicle for program business.
- Employee must be able to speak, read, write, and understand English.

Knowledge, Skills, and Abilities:

- Ability to read/write technical reports that address measures of compliance and quality and make appropriate recommendations
- Ability to establish and adhere to deadlines
- Works in a fast-paced environment
- Knowledge in methods and techniques associated with conducting research and processing/disseminating information.
- Department of Health Services Office of Child Care Licensure, cultural/ethnic diversity and family dynamics.
- Demonstrate very high reasoning ability, excellent organizational skills; prioritize a complex work load, and function as an effective team member to build productive, collaborative relationships in order to achieve program goals and objectives.
- Exceptional oral (to include public speaking) and written communications, able to apply current research literature, relevant laws, regulations/policies, able to work independently/collaboratively under critical time frames and work with complex and sensitive information.
- Knowledge of monitoring, legal requirements, and Head Start Program Performance Standards required.
- Knowledge of and experience with observation tools such as environmental rating scales (ECERS, ITERS, FCCERS) and interaction tools (CLASS) is desired.

Physical Requirements:

Able to perform the following physical requirements of the position with or without reasonable accommodation: critical sensory requirements include general vision; specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Hear or listen in the normal range (corrected) and speak and give directions clearly. Able to walk, sit, stand, kneel, crouch, crawl, reach, lift, carry, push, pull or otherwise move objects up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Working Conditions:

Work is performed in a classroom/office setting where minimal exposure to injury exists. Hours of work will generally be during regular business hours and average at least 40 hrs per week. There will be work variations in work hours due to employee special projects, deadlines, and other concerns. PGCCS employees have the possibility of exposure to blood or other potentially infectious materials through collateral duty to their routine work assignments, such as rendering first aid if need arises, and seldom exposure to vibration, toxic conditions, odors, dust, mold and poor ventilation.

Acknowledgment:

This job description describes the general nature and level of work performed. The employee may be required to perform other job-related duties. All requirements are subject to change over time. I am fully qualified for this position and can perform the duties as described. I understand that PGCCS is an Affirmative Action/EEO/At-Will Employer and that PGCCS reserves the right to revise this job description as necessary.

I acknowledge that this job description is neither an employment contract nor a legal document. I have received, read, and understand the expectations for the successful performance of this job and my questions have been answered thoroughly

Employee Signature

Date