

POSITION DESCRIPTION

**WAYNE COUNTY CHILDREN SERVICES BOARD**

An Equal Opportunity Employer

Page 1 of 5

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Title: **Staff Development/Quality Assurance Manager**

Department: Administration

Pay Grade:

Hourly

Salary

Non-Exempt

Exempt

Admin.  Prof.  Exec.

Immediate Supervisor: Clinical Director

**JOB RESPONSIBILITIES:**

Under general direction, the Staff Development/Quality Assurance Manager works closely with the Clinical Director to assess, plan, implement and evaluate agency-wide professional development initiatives and monitors all aspects of quality in service delivery as well as identifies and drives continuous quality improvement activities within the Agency.

**QUALIFICATIONS:**

Masters Degree in Social Services or related field; OR Bachelor's degree in related field with agreement to obtain Masters degree in social services or related field by the fifth anniversary of date of hire into this position.

Experience in training and/or teaching of adults.

Five years in child welfare field or other related fields required including experience with program development, quality assurance and program evaluations including quantitative and qualitative strategies. Familiarity with all aspects of child welfare service delivery in a state supervised, county administered system.

Strong interpersonal, communication and team-building skills are required. Ability to work cooperatively with persons across disciplines, both within and outside the agency. The ability to be sensitive yet assertive is important. Must be organized, articulate, flexible and dedicated to enhancing performance and encouraging continuing education.

KNOWLEDGE, SKILLS AND ABILITIES:

Agency and Ohio Dept. of Job & Family Services policies and procedures\*; Agency goals and objectives\*; ODJFS monitoring and quality assurance techniques; computer systems and software, including SACWIS. Define problems, collect data, establish facts and draw valid conclusions; prepare accurate and concise reports; organize, prioritize and coordinate multiple tasks; communicate effectively in written and oral form. Social work methodology; establish a good rapport with clients and their families; recognize unusual or threatening situations. Child welfare laws and regulations; interpret and apply laws, regulations and policies. Staffing requirements including state and national standards; employee training and development techniques; Ohio Child Welfare Training program\*; State and ODJFS training requirements\*.

\*May be developed after employment.

**WAYNE COUNTY CHILDREN SERVICES BOARD**

<p>% of Time*</p>	<p>ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification)</p>
<p><b>35%</b></p>	<p><b>STAFF DEVELOPMENT DUTIES</b></p> <ul style="list-style-type: none"> <li>• In collaboration with the Agency management, community stakeholders and child welfare training authorities, supports the goal of building staff capacity to meet industry-wide and local agency initiatives to increase the efficacy of child welfare service delivery in Wayne County.</li> <li>• Assists the Clinical Director and Executive Director in developing a strategic direction for the education and professional development of the Agency’s employees.</li> <li>• Assists individual staff members and supervisors to self-monitor their professional growth needs within the CORE system of training for child welfare workers with our regional district.</li> <li>• Identifies needs for training and arranges in-house training to fill those needs</li> <li>• Models appropriate child welfare service delivery skills to adult learners in a variety of settings.</li> <li>• Develops skills training programs that meet professional, community and client service goals.</li> <li>• Develops and maintains a database to monitor staff training needs and ensures that all staff members are in compliance with all ORC, OAC, and ODJFS training requirements.</li> <li>• Develops, implements and maintains a comprehensive orientation, training and mentoring program for newly hired social workers.</li> <li>• Works with the Clinical Director to develop and implement innovative methods to provide meaningful feedback to individual social workers and their supervisors regarding his or her professional development.</li> <li>• Develops and implements a social worker field evaluation process and conducts a six month readiness assessment of new social workers.</li> <li>• Provides assistance to social services supervisors in documenting and reviewing individual social workers’ training summaries included in the employee evaluation process.</li> <li>• Serves as catalyst for change and guides agency staff in assessing effectiveness of established child welfare practices and assists the staff to implement necessary systemic changes.</li> <li>• Serves as a coach and a consultant to help staff members transfer learning experiences into practice and supports employees in maximizing their professional development.</li> </ul>

% of Time    **ILLUSTRATIVE DUTIES:** (The duties listed below are intended to depict tasks performed by this classification)

**35%**

**QUALITY ASSURANCE DUTIES**

- Engages staff members to develop a culture that fosters professional learning and recognizes all staff as learners who are acquiring and building a repertoire of skills necessary to meet the needs of our stakeholders.
- Assists the administration team in ensuring compliance with all federal, state and local standards.
- Ensures the timely and accurate entry of social services information into SACWIS.
- Develops and conducts regular case file reviews, utilizing both qualitative and quantitative methodologies to ensure compliance with all CPOE requirements.
- Analyzes the results of quality management activities, document results, and provide reports the Clinical Director and Executive Director regarding the level of case worker compliance with all established federal, state and local standards.
- Conducts reviews and audits of contracted provider services and provide reports the Clinical Director and Executive Director regarding the level of compliance with all established federal, state and contracted standards.
- In collaboration with the Agency management establishes, coordinates and monitors corrective action plans that are necessary to correct deficiencies found through various continuous quality improvement processes.
- In collaboration with the Agency management, coordinates the development and implementation of new or modified policies and procedures designed to enhance the quality of the Agency’s service delivery.
- Assists the Clinical Director in developing additional techniques to empirically measure the effectiveness of services provided by Agency staff and other agencies providing services through contracts with the Agency.
- Verifies that procedures which are in use are functional and efficient.

% of Time	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification)
20%	<p><b>ADMINISTRATIVE DUTIES</b></p> <ul style="list-style-type: none"> <li>• At the direction of the Clinical Director, serves as the individual not directly responsible for service delivery for mandatory agency review of Protective Supervision and voluntary cases.</li> <li>• Assists the Clinical Director in scheduling and conducting family team meetings.</li> <li>• Develops and maintains Wayne County Children Services as an Ohio Benefit Bank Site.</li> <li>• Identify barriers to service provision and recommend methods to eliminate those barriers.</li> <li>• Compiles, organizes and analyzes data</li> <li>• Assists the Clinical Director in the preparation of the annual report.</li> <li>• Assists the Administration team with the development and implementation of any necessary corrective action plans to address deficiencies identified by state oversight agency</li> <li>• Meets with statutory counsel to identify and address legal issues as needed</li> </ul>
10%	<p><b>NON-ESSENTIAL DUTIES</b></p> <p>Other related duties as assigned including but not limited to:</p> <ul style="list-style-type: none"> <li>• Tasks to enhance worker morale</li> <li>• Compiling statistics</li> <li>• Addressing and mailing letters</li> <li>• Transporting children</li> </ul>

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Employee Signature

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Date