



## URBAN LEAGUE OF BROWARD COUNTY

### Job Vacancy Posting

**Position:** Quality Assurance/Quality Improvement (QA/QI) and Training Specialist  
**Division/Team:** Health/TOTTS  
**Supervisor:** Program Coordinator or as assigned  
**Revision Date:** December 2021

#### **PURPOSE**

A **QA/QI and Training Specialist** is responsible for supporting the work and activities of the Broward Healthy Start Coalition (BHSC). The position will ensure the BHSC/ULBC TOTTS program is in compliance and performing to expectations. This position will also represent the Coalition in the community at the various maternal and child health stakeholder meetings to promote the mission.

#### **CORE DUTIES AND RESPONSIBILITIES include the following:**

##### **Quality Assurance**

- Responsible for supporting the work and implementing activities of the agency's Continuous Quality Improvement (CQI) Plan for the Healthy Start Program.
- Assure that the agency complies with the responsibilities outlined in the Healthy Start Standards & Guidelines, policies and procedures, and their contract with the Coalition.
- Conducting quality improvement/assurance activities, including but not limited to auditing client records in Well Family System, and conducting internal quality assurance activities.
  - Monitors all WFS tickler lists on a weekly basis at a minimum to identify upcoming and past due client activities and communicates with the Program Supervisor and staff to assure compliance.
  - Monitors WFS performance measures report maintaining compliance with required screening and intervention pathways.
  - Performs random client satisfaction surveys by phone each month to verify home visit completion assess client satisfaction with services provided.
- Monitors open cases list on WFS to assure all open clients are actively being served without gaps in services.
- Provides technical assistance and training to frontline staff, in conjunction with the Program Supervisor, to assure adequate and timely documentation of services in WFS and compliance with HS S&Gs, policies and procedures, and contract requirements.
- Facilitates/assists with new staff onboarding and training coordination in conjunction with the Program Supervisor.
- Works with the Coalition's Quality Assurance and Training Specialist to compile county dashboards and reports data.
- Assists the supervisor with preparing for supervision, including but not limited to reviewing caseloads and case risk levels, monitoring tickler list, running data list, reviewing case documentation and follow-up needs then providing information to the supervisor to conduct supervision.

##### **Trainings**

- Coordinate necessary trainings and education as required in the contract.
- Identify availability of state-sponsored and other relevant Maternal Child Health trainings
- Ensure that training opportunities are disseminated to the ULBC BHSC/TOTTS team.

### **Education/Experience and Requirements**

- Bachelor's degree is preferred in public administration, health administration, business administration, social services, or related field. In addition, must have two plus years' experience, preferably in a public health, nonprofit or government organization. An Associate's degree is required in public administration, health administration, business administration, social services, or related field. In addition, must have 4 plus years' experience, preferably in a public health, nonprofit or government organization.
- Ability to utilize State database to extract data on screening rates
- Knowledge of legislation, HIPAA, State, County, and DOH regulations applicable to the organization.
- Good interpersonal skills.
- Ability to communicate clearly in person and on the phone
- Excellent written and oral communication skills.
- Must have documented proficiency in group facilitation.
- Must be computer literate using Microsoft Office or similar applications.
- Positive and team-oriented attitude.
- Outstanding organizational skills.
- Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- Ability to balance the needs and expectations of multiple constituents.

### **Other**

- Must have a valid Florida Driver License and reliable transportation.
- Must pass a Level 2 background screening.

**Submit Cover Letter and Resume to:**

email: [hiring@ulbcfl.org](mailto: hiring@ulbcfl.org)

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