



## Job Description

**Job Title:** Quality Assurance Specialist

**Department:** Healthy Start

**Location:** Gainesville, FL

**Posting:** Closes 5:00pm on Friday, March 20, 2020; Submit resume to [hr@wellflorida.org](mailto:hr@wellflorida.org)

### Summary

The Quality Assurance Planner is responsible for assisting in the determination of subcontracted providers' compliance with program goals and contract requirements. The primary duties of this position are to collect and analyze data; evaluate services; and to provide technical assistance and training to improve quality of services. This position reports directly to the Healthy Start Program Director.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

#### Healthy Start Data Management System:

- Remain current on system changes and updates
- Collect and analyze service data and reports
- Maintain communication with system developers
- Train providers on use of the data management system
- Manage users of the data system (add/remove/update information)

#### HS Providers' Performance Evaluation:

- Collect, review and analyze subcontracted service providers' data reports to ensure accuracy and completeness
- Evaluate program performance and outcomes based on collected data and reports
- Review subcontracted service providers' monthly and quarterly contract deliverables to ensure all required documents are included and completed correctly
- Perform activities related to site monitoring visits with subcontracted service providers, including but not limited to review of participant records, submission of required reports, and development of exit review materials
- Develop recommendations for service provision to improve outcomes based on findings
- Provide assistance in development, implementation and progress reporting for Performance Improvement Plans and Corrective Action Plans
- Collect and analyze findings from participant satisfaction surveys; communicate findings to subcontracted service providers
- Report data analysis and annual audit findings to the Coalition's Board of Directors

Healthy Start Program Continued Development:

- Assist in reviewing and updating the Coalition's Quality Assurance Plans
- Stay up to date on maternal, infant and child health issues
- Assist with compiling county profile data and strategic planning
- Stay current on evidence based practices, models, services, and curricula
- Review and analyze MCH indicator data for the coalition service area
- Research and develop initiatives to improve outcomes
- Participate in the Florida Association of Healthy Start Coalitions' statewide data committees and CQI committees
- Coordinate and maintain the coalition learning management system. Includes: scheduling trainings, completing registration, obtaining CEUs, and maintaining service provider training database
- Provide technical assistance to contracted providers
- Review curricula used by contracted providers and monitor program fidelity

**Education and/or Experience**

Master's degree or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience.