



QUALITY ASSURANCE SUPERVISOR JOB DESCRIPTION

Job Title	Quality Assurance Supervisor	Department	Subsidized Programs
FLSA Status	<i>Exempt</i>	Reports To	Subsidized Programs Manager

Scope

The Quality Assurance (QA) Supervisor, under the direction of the Subsidized Programs Manager, is responsible for the successful monitoring, and overall compliance, of the agency’s various city, state, and county-funded child care subsidy programs. The QA Supervisor will provide direct supervision to the Q&A Specialist and Enrollment Specialist positions. Supervising quality assurance reviews of client files prior to enrollment or recertification periods, identifying issues, ensuring contract compliance, providing feedback to program manager and recommending process improvement and trainings.

Primary Responsibilities

1. Program Management & Compliance

- Leads and/or plays central role in all Subsidized Programs audit proceedings; develops and implements pre-review QA screenings and updates forms, processes/procedures to ensure contract compliance
- Facilitates and coordinates staff trainings on subsidy program policies and procedures to ensure quality improvement and compliance
- Draft training material in collaboration with subsidy supervisors; final draft approved by Subsidized Programs Manager
- Oversees overall quality assurance for all Subsidy contracts which includes ensuring contractual requirements are met, generating various data reports, ensuring confidentiality of all personal client information, and ensuring staff complete all training needed for their role
- Review CareWait Outreach reports for fraud control; assign changes to enrollment specialists to ensure information is updated as needed
- Responsible for completing and submitting Monthly Child Count Report to Subsidized Programs Supervisor
- Supervise and work cooperatively with subsidy staff in preparation for regular program audits to ensure completion and successful compliance (limited, to no errors)
- Oversees the enrollment of new clients into the Subsidy Program
- Maintain knowledge of the Title 5 Regulations, California Welfare and Institutions Codes, and State Funding Terms and Conditions for all applicable programs;
- Keep up-to-date on subsidy program changes and related guidance as communicated by program funders
- Ensure staff are accurately entering client data into MCT-CC3 and CalSAWs databases per contractual requirements
- Generate report on findings related to quality assurance of program documents and client files to identify trends in case files and provide feedback to staff, supervisors and program manager
- Supports staff in reporting and resolving client complaints in a timely manner.

2. Staff Supervision and Leadership

- Assists in assessing and updating agency and department needs, policies and procedures

- Provide regular supervision and support to supervisees while in office and remote
- Identifies and supports relevant professional development and training opportunities for supervisees
- Provides guidance and direction to staff in goal setting, prioritization of tasks, and problem solving
- Completes annual performance evaluation for supervisees
- Represents the agency in external meetings and conferences, such as the Child Care Alliance of Los Angeles, LA County Department of Social Services, and California Alternative Payment Program Association.

3. Customer Service

- Represents the agency with professionalism in all interactions. This includes over the phone, in person, using electronic media, and written correspondence.
- Provides excellent internal and external customer service by working cooperatively within the department, across the agency, and with clients and partners.
- Supports other functions within the department when needed.

Experience, Knowledge, Skills and Abilities

1. Bachelor's degree in the field of Child Development, Social Work, Human Services, Family Studies, or related field and two years of experience in a quality assurance supervisory role, or
2. Three years of work experience in Quality Assurance systems such as training, compliance monitoring, data analysis, and quality assurance plan development
3. Supervisory experience strongly preferred
4. Prior knowledge of county, state and federal contract requirements for Alternative Payment and Child Care Subsidy Programs desired.
5. Excellent Reading, Writing, and Oral Communication.
6. Strong presentation skills. Ease speaking in front of small and large audiences desired.
7. Regular attendance and punctuality are essential.
8. Experience working with diverse populations in a culturally sensitive manner.
9. Must be able to work independently and as part of a team.
10. Excellent interpersonal skills, flexible and collaborative.
11. Well-organized, able to self-manage a diversity of responsibilities and meet deadlines.
12. Exceptional attention to detail and accuracy.
13. Must have strong analytical skills and problem-solving skills.
14. Proven ability to work independently, maintain confidentiality and discretion.
15. Computer Skills: Working knowledge of Microsoft Office (Word, Excel, Outlook, Teams) required.

Working Conditions

1. Typical of an office environment.
2. Eligible for hybrid/telework schedule upon completion of introductory period.
3. Must have reliable transportation.
4. Flexibility to work occasional evenings and weekends.
5. Must comply with agency health and safety protocols, including vaccination policy.

Salary is \$64,480 annually.

Organizational Statement

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, duties or responsibilities not listed herein. Management reserves the sole right to modify this job description at any time. Nothing in this job description is intended to create a contract of employment of any type. Employment at Connections for Children is strictly on an at-will basis.