



Job Posting

Job Title: Director, Quality Management		Department: Quality Management	
Posting Date: 05/23/2019		FLSA Status: Exempt	Pay Grade: 8
Submit Cover Letter and Resume to Careers@fssnf.org			
FSS Mission Statement			
The mission of Family Support Services of North Florida is to be the leader in providing safety, stability, and quality of life for all children by working with the community to strengthen the family unit.			
Organizational Expectations			
Commitment – As the lead Child Welfare Agency in North Florida FSS prides itself on our employees' commitment to the agency and the children and families we serve. This is demonstrated by being available at a moment's notice to assist clients regardless of the time of day. This is also demonstrated by employees' commitment to maintain consistent attendance and punctuality.		Career Development – FSS is committed to being a learning organization that supports employees in their pursuit of professional growth and career development. Therefore employees are highly encouraged to explore and broaden their knowledge and skill sets to achieve their career goals.	
Professionalism – Employees are expected to demonstrate professionalism in their appearance and demeanor when representing FSS at internal and external meetings, trainings, and events.		Teamwork – Putting the interests of FSS clients first is critical to the success of the organization. This requires all employees maintain consistent and timely communication, provide support to co-workers and colleagues and demonstrate the principles of teamwork.	
Responsible Citizenship – In keeping with our mission and values employees are encouraged to volunteer 15 hours per year to assist with FSS and FSS-sponsored events.		Customer Service – As employees of the Lead Child Welfare Agency in North Florida FSS employees will demonstrate their commitment to providing our clients (internal/external) with consistent, meaningful and exceptional service.	
Job Summary:			
Oversee and monitor service delivery of the Case Management Organizations. Coordinate with stakeholders and subcontractors to develop standards for program operations to ensure compliance with applicable statutes, rules, policies and standards. Provide technical assistance regarding programmatic and client issues and assists in interpreting rules, policies, and standards. Coordinate investigations of special incidents and or complaints regarding services.			
Requirements			
Education		Requires a bachelor's degree from an accredited college or university, focus in social services or a related field is preferred. A Master's Degree from an accredited college or university can substitute for one year of the required experience.	
Experience		Five years of experience in child welfare, two of which must be in a supervisory role. Quality management experience preferred.	
Minimum Qualifications		To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. <i>Ability to:</i> <ul style="list-style-type: none"> • Collect, evaluate, and analyze data to develop alternative recommendations, solve problems, document work. flow and other activities relating to the improvement of operational practice. 	



	<ul style="list-style-type: none"> Organize data into logical format for presentation in reports, documents and other written materials. Understand and apply applicable rules, regulations, policies and procedures to review and analysis activities. Communicate effectively. Establish and maintain effective working relationships with others. <p><i>Knowledge of:</i></p> <ul style="list-style-type: none"> Methods of data collection and analysis. Child protection and preservation programs. Florida child welfare system, including statutes.
Licensure, Certification, and/or Registration	Valid Driver's License.
Other Requirements	<ul style="list-style-type: none"> Clear a Level II background screening. Clear a reference check (professional and personal). Clear a local background check from the County in which you reside. Clear a substance abuse screen. Provide a copy of all degrees prior to your first day of employment. Clear a Motor Vehicles Records check. Provide proof of, and maintain a minimum personal auto liability insurance level \$100,000/\$300,000. Clear an E-Verify check to substantiate that the successful candidate meets the Department of Homeland Security authorization requirements to work in the United States (for more information visit www.dhs.gov/e-verify).

Job Duties

Essential Duties	% of Time
Monitor, measure and report on program performance through the RSF, CQI OHC, CQI IHC, O-5 Supplemental, and PIP case reviews.	50%
Oversight of staff workload and workflow, staff development/recognition, performance management, policy interpretation and enforcement, communication (team meetings and one-on-ones), client grievance resolution, etc.	25%
Coordinate quality management activities with Case Management Leadership, CMO QM Liaisons, and key community stakeholders..	10%
Provide the results of audits and assist the Contracts Department and Case Management Services in reviewing and providing suggestions on proposed Corrective Action Plans (CAPs) that are developed for the Case Management Organizations.	10%
Develop quality assurance policies and procedures relating to specific program areas.	5%
Perform other duties.	As needed.

Supervisory/Decision Making Authority

This position requires the customary supervision and management of the following full-time employees:

- Quality Management Manager
- Quality Management Specialist
- Oversight Coordinator



Two examples of the most common decisions made independently by this position on a regular basis without following prescribed procedures are as follows:

1. Based on data, make recommendations for program enhancements.
2. Summarize findings once an audit is complete.

Contribution and Impact

Quarterly, semi-annual, annual, and/or as needed performance measures: DCF required case reviews (i.e. state and federal Child and Family Services Reviews), Rapid Safety Feedback case reviews, In-Home Services reviews, FAST case reviews, Out of Home care reviews, Psychotropic Medication reviews, Relative and Non-Relative home study reviews, Reunification home study reviews, Permanency reviews, and special/investigatory reviews.

Strategic Value

Providing quality management services assists in the provision of the safety and stability of children and families through strengthening the child protection system and involving neighborhood networks to ensure success.

PHYSICAL REQUIREMENTS: (R=Required P=Preferred)

Sitting Standing Walking Lifting (50 lbs) Carrying Kneeling
 Pushing/Pulling Bending/Stooping Climbing Reaching Crawling/Crouching
 Grasping Turning Repetitive Motions Color Recognition Depth Perception
 Reading Hearing Other (describe)

HAZARDS: (X=Potential Exposure)

Proximity to moving mechanical parts Electrical current Toxic or caustic chemicals Radiation
 Biohazards (airborne or contact) Housekeeping and/or cleaning agents Flammable, explosive gases Human-borne pathogens Other:

SKILL REQUIREMENTS: (R=Required P=Preferred)

Drive motor vehicle Prepare food Typing/Keyboard Word processing software Data base software Spreadsheet software Other software Calculator Operate office machines (Fax, Copier) Verbal communication (including telephone) Written communication (including composition) Public speaking/group presentations Team-oriented and collaborative interpersonal relationships Respectful client relationships Client assessment and evaluation Retrieve and compile information Verify data Maintain records Organize and prioritize information Analyze and interpret information Investigate, evaluate and recommend action Basic mathematical concepts (add, subtract, multiply, divide) Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs) Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics) Reasoning and logic Sensitivity to service population's cultural and socioeconomic characteristics

FSSNF provides equal employment and advancement opportunity for all individuals without discrimination because of race, creed, color, gender, religion, age, national origin, disability, military status, marital status, or the other protected categories as defined by the EEOC and takes affirmative action in the implementation of this policy. If an accommodation is needed in order to participate in the application process, please contact the appropriate servicing human resources office.