



**Job Posting**

<b>Job Title: Quality Management Specialist</b>		<b>Department/Program: Quality Management</b>	
<b>Posting Date: 05/17/2019</b>	<b>FLSA Status: Non-exempt</b>	<b>Pay Grade: 5</b>	
<b>Submit Cover Letter and Resume to <a href="mailto:Careers@fssnf.org">Careers@fssnf.org</a></b>			
<b>FSS Mission Statement</b>			
<b>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.</b>			
<b>Organizational Expectations</b>			
<p><b>Commitment</b> – 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. It is the expectation that the employee will remain in their current position for a minimum of one year before posting for another internal position.</p>		<p><b>Career Development</b> – 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.</p>	
<p><b>Professionalism</b> – Employees are expected to demonstrate professionalism in their appearance and demeanor when representing FSS at internal and external meetings, trainings, and events.</p>		<p><b>Teamwork</b> – 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.</p>	
<p><b>Responsible Citizenship</b> – In keeping with our mission and values employees are encouraged to volunteer 15 hours per year to assist with FSS and FSS-sponsored events.</p>		<p><b>Customer Service</b> – 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.</p>	
<b>Job Summary:</b>			
<p>Conduct quality case management reviews of the Case Management Organizations to ensure compliance with applicable state and federal regulations and program objectives. Review and evaluate performance regarding fulfillment of contract obligations. Determine quality of care and reports results to oversight groups. Investigate and report on client complaints and incident reports.</p>			
<b>Education</b>		<p>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 experience.</p>	
<b>Experience</b>		<p>A minimum of three years’ experience working with dependent, emotionally disturbed or high risk children and their families.</p>	
<b>Minimum Qualifications</b>		<p>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.</p> <p><b>Ability to:</b></p> <ul style="list-style-type: none"> <li>• Understand and apply applicable rules, regulations, policies and procedures to compliance analysis.</li> <li>• Understand and apply best practice standards to service delivery.</li> <li>• Work independently and be self-motivated.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Train individuals or groups of people.</li> <li>• Keep scheduled meetings in a timely manner and inform numerous individuals in a required time frame.</li> <li>• Write minutes to meetings that accurately reflect details of the meeting.</li> <li>• Create spreadsheets in Excel.</li> <li>• Communicate effectively to youth.</li> <li>• Solve problems and deal with a variety of variables with a minimum of direction.</li> <li>• Interpret a variety of instructions furnished in written or oral form.</li> </ul> <p><b>Knowledge of:</b></p> <ul style="list-style-type: none"> <li>▪ Child protection and preservation programs</li> <li>▪ Principles and techniques of effective communication</li> <li>▪ Principles of human behavior, learning and communication</li> <li>▪ Principles, methods and techniques of training and instruction.</li> <li>▪ Methods of data collection and analysis.</li> <li>▪ Florida child welfare system, including statutes.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Clear a Level II background screening.</li> <li>• Clear a reference check (professional and personal)</li> <li>• Clear a local background check from the county in which you reside.</li> <li>• Clear a substance abuse screen.</li> <li>• Provide a copy of all degrees prior to your first day of employment.</li> <li>• Clear a Motor Vehicles Records check.</li> <li>• Provide proof of, and maintain a minimum personal auto liability insurance level \$100,000/\$300,000.</li> <li>• Provide a copy of all certifications and degrees prior to your first day of employment.</li> <li>• 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 <a href="http://www.dhs.gov/e-verify">www.dhs.gov/e-verify</a>).</li> </ul>
<b>Licensure, Certification, and/or Registration</b>	Valid driver's license.
<b>Job Duties</b>	
<b>Essential Duties</b>	<b>% of Time</b>
Conduct case management reviews and interviews case participants to evaluate quality of case.	40%
Analyze reports and assist in monitoring data integrity and report to the Director of Quality Management.	5%
Assist in determining compliance with contractual requirements and assist in providing training to improve performance.	5%
Conduct quality case management staffings which include but not limited to case consultations, Fidelity staffings, and Permanency staffings.	35%
Conduct investigations into client complaints and assist in the review, research, and tracking of incident reports.	10%
Assist the Case Management Organizations in quality improvement planning to ensure compliance with applicable state and federal regulations and program objectives.	5%
Perform other duties.	As needed
<b>Supervisory/Decision-making Authority</b>	
This position does not require customary supervision and management of at least 2 or more full-time employees.	
Two examples of the most common decisions made independently by this position on a regular basis without following prescribed procedures.	



Based on data... <ol style="list-style-type: none"> <li>1. Make recommendations for program enhancements.</li> <li>2. Summarize findings once an audit is complete.</li> </ol>
<b>Contribution and Impact</b>
Quarterly, semi-annual, annual, and/or as needed performance measures: Base reviews, In-Home Services reviews, FAST case reviews, Prevention case reviews, Red Folder and Verification of Visits reviews, Psychotropic Medication reviews, Independent Living case reviews, and special/investigatory reviews.
<b>Strategic Value</b>
This position is critical to providing to the FSS goal of providing quality management services that 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.
<b>PHYSICAL REQUIREMENTS: (R=Required P=Preferred)</b>
Sitting <u>R</u> Standing <u>R</u> Walking <u>R</u> Lifting <u>R</u> (50 lbs) Carrying <u>R</u> Kneeling <u>  </u> Pushing/Pulling <u>  </u> Bending/Stooping <u>R</u> Climbing <u>  </u> Reaching <u>R</u> Crawling/Crouching <u>  </u> Grasping <u>R</u> Turning <u>R</u> Repetitive Motions <u>R</u> Color Recognition <u>  </u> Depth Perception <u>  </u> Reading <u>R</u> Hearing <u>R</u>
<b>HAZARDS: (X=Potential Exposure)</b>
Proximity to moving mechanical parts <u>  </u> Electrical current <u>  </u> Toxic or caustic chemicals <u>  </u> Radiation <u>  </u> Biohazards (airborne or contact) <u>  </u> Housekeeping and/or cleaning agents <u>X</u> Flammable, Explosive Gases <u>  </u> Human-Borne Pathogens <u>X</u>
<b>SKILL REQUIREMENTS: (R=Required P=Preferred)</b>
Drive motor vehicle <u>R</u> Prepare food <u>  </u> Typing/Keyboard <u>R</u> Word processing software <u>R</u> Data base software <u>R</u> Spreadsheet software <u>R</u> Other software <u>P</u> Calculator <u>R</u> Operate office machines <u>R</u> (Fax, Copier) Verbal communication (including telephone) <u>R</u> Written communication (including composition) <u>R</u> Public speaking/group presentations <u>R</u> Team-oriented and collaborative interpersonal relationships <u>R</u> Respectful client relationships <u>R</u> Client assessment and evaluation <u>R</u> Retrieve and compile information <u>R</u> Verify data <u>R</u> Maintain records <u>R</u> Organize and prioritize information <u>R</u> Analyze and interpret information <u>R</u> Investigate, evaluate and recommend action <u>R</u> Basic mathematical concepts (add, subtract, multiply, divide) <u>R</u> Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs) <u>R</u> Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics) <u>R</u> Reasoning and logic <u>R</u> Sensitivity to service population's cultural and socioeconomic characteristics <u>R</u>
<b><i>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.</i></b>