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## POSITION TITLE: Quality Improvement Specialist

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### POSITION OBJECTIVE

To support NWFHN and its partners in providing exceptional child welfare services:

- Perform qualitative and quantitative assessments of sub-contractor practices of safety, permanency and well-being in the child welfare system of care.
- Collect and analyze data to identify root cause analysis
- Assist in identifying and implementing solutions to improve quality of safety, permanency and wellbeing of children and their families by sub-contractors
- Measure quality and performance outcomes for sub-contracted partners.
- Providing technical assistance to agency and sub-contracted staff to improve the quality of service provided to children and their families.

### ESSENTIAL FUNCTIONS

- Assess service provision and documentation quality for NWFHN and its sub-contracted service providers based on Federal requirements, Florida Statute, Florida Administrative Code, Florida Accountability Metrics, and NWFHN Operating Policy.
- Conduct child safety, permanency and well-being reviews as defined in NWFHN's Quality Management Plan. Review assigned cases & enter results into the designated reporting tool(s) timely.
- Conduct Programmatic Contract Monitoring reviews as defined in NWFHN's Quality Management Plan. Review assigned cases & enter results into the designated reporting tool(s) and submit to report writer timely.
- Conduct Contract Monitoring of Other Programs as defined in NWFHN's Quality Management Plan. Review assigned cases, enter results into the designated reporting tool(s), and contribute to and/or facilitate timely reporting
- Assist with collecting, analyzing and reporting data to improve performance and outcomes for children receiving services
- Provide technical assistance and guidance related to best practices to improve case work practice and the administrative processes involved in service delivery
- Participate in systemic quality improvement projects and activities included in NWFHN's

Quality Management Plan.

- Assist in the preparation of monthly, quarterly and annual reports
- Serve as a Quality Delivery System (QDS) process owner as assigned

- Complete Special Reviews as needed and assigned
- Participate as a member of the Quality Improvement Team

This list of essential functions is not intended to be exhaustive. NWFHN reserves the right to revise this job description as needed to enhance its Quality Improvement efforts.

#### MINIMUM QUALIFICATIONS

##### Required

- Bachelor's Degree from an accredited college or university
- Child Welfare Certification issued by the Florida Certification Board (or be eligible for and willing to achieve certification within twelve months of hire date)
- Three years field experience in Florida's child welfare system
- Proficiency in Microsoft Office desktop applications
- Possession of a valid Florida Driver's License, the continuation of an acceptable driving record, and availability of reliable transportation

##### Preferred

- Quality Assurance Reviewer Certification issued by the Department of Children and Families
- Experience in quality assurance, case work supervision, and/or data analysis
- Experience with the Florida Safe Families Network (FSFN) usage and reporting functionality
- Trained/experienced in the implementation of the Florida Safety Decision-Making Model
- Experience in CFSR Reviews

##### Skills

- Ability to work independently and set priorities in a multi-task environment
- Ability to maintain confidentiality of sensitive data
- Strong interpersonal skills and the ability to interact professionally and effectively with families, community resources, service providers and other agency staff
- Strong time management and organizational skills

- Ability to speak read and write English at the college level

NOTE:

This position will require frequent same-day and periodic overnight travel within NWFHN's Service Area.

I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without a reasonable accommodation.

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Name (Print)

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Supervisor's Name (Print)

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Employee's Signature

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Supervisor's Signature

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Date

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Date