



**KIDS CENTRAL, INC.**

A COMMUNITY APPROACH TO THE WELFARE OF CHILDREN

*Building Better Lives*

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	SPECIALIST, QUALITY MANAGEMENT	<b>DEPARTMENT:</b>	QUALITY MANAGEMENT
<b>SUPERVISOR:</b>	SUPERVISOR OF QUALITY MANAGEMENT	<b>PROGRAM:</b>	KIDS CENTRAL, INC.
<b>NAME:</b>		<b>EFFECTIVE DATE:</b>	6/16/2016

### **JOB SUMMARY:**

The Quality Management Specialist is responsible for ensuring quality of services is monitored and tracked, including out-of-home services, protective supervision, adoption-related services, internal and external programs and services. Develops and implements performance improvement plans and tracks results. Incumbent acts as Kids Central Inc (KCI) liaison to case management agencies and partners for missing children, psychotropic medication, incident reporting and other areas as requested.

### **ESSENTIAL FUNCTIONS:**

- Creates, coordinates, develops and implements quality assurance and continuous quality improvement activities both internally and externally, to include case management agencies, diversion providers and other sub-contracted partners to assure performance outcomes are achieved;
- Develops and maintains review tools and reporting mechanisms for use in conducting internal and external reviews. Serves as the "Review Team Lead", organizing activities and completing detailed comprehensive, written, reports inclusive of recommendations. Completes cumulative Excel Roll-Ups (spreadsheet results).
- Effectively communicates (oral and written) and disseminates review and report findings/results; assists in the development and implementation of performance improvement plans;
- Conducts in-depth reviews on complex and/or high profile cases and assists the legal department and other areas when deemed appropriate. Completes regular case reviews as required by the Dept. of Children and Families. Serves as team lead for special areas, case reviews, mandated child welfare quality reviews as well as other projects or reviews as assigned or requested;
- Conducts and/or participates in activities associated with the Council on Accreditation (COA);
- Maintains knowledge of performance measures, business plans, Quality Management activities and other required outcomes for case management partners. Works collaboratively with internal and external partners regarding performance;
- May serve as the Kids Central liaison for the missing child process to include receiving and reviewing correspondence and coordinating efforts with the Department Missing Child Specialist as well as with the case management agencies. Approves missing child case entries in Florida Safe Families Network (FSFN); and participates/facilitates staffing associated with missing children;
- Reviews, collects, analyzes and produces data and reports for various areas, that may include, but are not limited to: Incident Reporting, Exit Interviews, Psychotropic Medications, Missing Children and/or other areas as requested;
- Compiles monthly, quarterly and assists with development of monthly and annual reports. Assists in the development of agency/quality management plans;
- Develops, coordinates and facilitates meetings, trainings and presentations specific to incident reporting, missing children and psychotropic medications, Exit Interviews and other areas as requested. Works in partnership with the Kids Central Training Department;
- Participates in the development, maintenance and updating of applicable policies and procedures;
- Maintains knowledge of internal and external services, programs, statutes, operating procedures and policies to assure compliance.



This list of functions is not intended to be exhaustive. Kids Central reserves the right to revise this job description as needed to comply with actual job requirements.

### **QUALIFICATIONS:**

- Education/Experience  
Bachelor's Degree in Social Services and four years of Human Services experience, preferably, in child welfare or related field. Supervisor level experience, preferred, but not required.
- Licensure/Certifications  
Certification in Child Welfare preferred and/or be willing to achieve certification in Quality Reviewing/Child Welfare; Current Background Clearance Screening Letter;  
Valid Florida driver's license and insurable by agency's current insurance carrier

### **KNOWLEDGE, SKILLS & ABILITIES:**

- Ability to meet Organizational Required Competency standards;
- Excellent knowledge of the Florida child welfare system including the new Safety Methodology;
- Excellent knowledge of and the ability to successfully and effectively navigate the Florida Safe Family Network (FSFN);
- Strong mentoring, teaming, quick adaptation skills and ability to effectively manage planned and spontaneous change;
- Effective in managing multiple projects and tasks;
- Skilled in reviewing case files. Excellent writing skills;
- Ability to compile, analyze, trend, interpret and produce data and measure outcomes;
- Some experience in short and long-term goal development and strategy planning;
- Working, applicable and competent knowledge of Microsoft Office Suite, including Word, Outlook and Excel (spreadsheets, data charts, formulas) and other systems;
- Strong customer service and public speaking/relations skills;
- Ability to travel up to 10%