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**JOB DESCRIPTION**

POSITION TITLE: Quality Operations Manager

FLSA Designation: Exempt

EEO Designation: Professional

SOC: 11-9199

Last Reviewed/Updated: 01/13/2023

**Job Summary:**

This is a highly responsible position coordinating quality review activities, administrative direction and support for PSF contracted agencies. This position works with the contracted case management agencies and staff to assure implementation of all applicable policies, procedures, Administrative Codes and Statutes relative to services for dependent children and their families. This position reports to the Director of Quality Operations.

**Mission:** To enhance the community’s ability to protect and nurture children by building, maintaining and constantly improving a network of family support services.

**Vision:** To be a recognized leader in protecting children and strengthening families through innovative evidenced-based practices and highly effective, engaged employees and community partners.

**Core Principle:** To provide a safe environment for all children.

**Competency:**  Ability to be proactive, decisive and employ crisis intervention principles appropriately.

**Core Functions:**

* Serve as a Safety Practice Expert ensuring model fidelity with Florida Safety Decision Making Methodology practice.
* Implement and evaluate policies and procedures for Partnership for Strong Families to assure consistency of services within and between service sites.
* Understands the basis in federal and state law, regulations and rules for the operation of child welfare programs.

**Core Principle:** To individualize services to meet the needs of children and families.

**Competency:**  Commitment to using a strength-based, child-centered, family-focused practice with the ability to identify strengths and needs and engage the family in a strength-based assessment process.

**Core Functions:**

* Facilitate Case Transfer and assignment of intake cases to on-going case management.
* Participate in utilization review, tracking and management of cases to ensure the appropriateness of level of care and service provision.
* Gives positive feedback and reinforces strengths in order to help people build self-esteem and feelings of self-worth.
* Helps clients/employees understand issues/problems and sets up behaviorally-specific goals and expectation related to those issues.

**Core Principles:** To respect the inherent dignity of children and families with permanency in mind. To maintain children in their own homes whenever safely possible. To respect the diversity of all children and families in the community.

**Competencies:** Ability to perceive and communicate with sensitivity and without judgement while respecting each person’s potential.  Command of the principles of permanency for children. Commitment to assuring the safety of children in the context of their family. Ability to lead and model diversity.  Respect for each person’s dignity, individuality, and right to self-determination.

**Core Functions:**

* Display understanding of, and sensitivity to, service population’s cultural and socioeconomic characteristics.
* Understands and appreciates different views, expertise and experience of others; understands the perspectives and limitations of other individuals and systems.
* Recognizes and understand the interrelationships and dynamic nature of family systems and considers them in interaction with family members.
* Understands and is able to identify standards and methods to promote permanence for children, including parent involvement in case planning, services to maintain children in their own homes, parent involvement with children separated by placement, and services for timely reunification.
* Understands and is able to identify philosophy, definition, and practices; considerations needed for determining the best interest of the child (remaining at home vs placement in care)

**Core Principles:** To recognize that more can be done with communities and families as partners. To make prevention of child abuse and neglect a community priority.

**Competencies**:  Identifies and understands what resources are available, and builds and maintains effective working relationships with a network of systems. Ability to network with, educate and involve community stakeholders.

**Core Functions:**

* Actively engage the community through participation in meetings, teams or other activities to increase community involvement and engagement.
* Coordinate services within and among service sites under Partnership for Strong Families.
* Acts as spokesperson for the Service Site and PSF regarding client services.
* Participate in meetings and coordinate activities between various Stakeholders within the System of Care.
* Identifies and understands what resources are available, and builds and maintains effective working relationships with a network of systems.
* Finds creative and effective ways to advocate for clients.
* Offers support to co-workers.

**Core Principle:** To commit to accountability using outcomes to measure performance and improve practice.

**Competency:**  Commitment to ensuring accountability and a results-based orientation.

**Core Functions:**

* Provide quality improvement system at service site to assure the highest level of service provision within resource allocations.
* Maintain, track and review key data indicators to ensure that outcomes are achieved for the service site.
* Acts quickly to solve problems and to get things done.
* Keeps providers, clients, constituents and oneself directed toward objectives; redirects or refocuses as needed.
* Uses data to inform practice and implements results-based best practices.

The list of essential functions is not intended to be exhaustive. Partnership for Strong Families reserves the right to revise this job description as needed to comply with actual job requirements.

**Minimum Qualifications:**

Required:

* Master’s degree from an accredited college or university in a related field.
* 3 years of experience in managing the delivery of child welfare services and quality review processes.
* Possess reliable transportation for travel within PSF’s service area for meetings and trainings.
* Professional experience in the delivery of child welfare services and quality review processes can substitute, on a year for year basis, for the required Master’s degree.

Preferred:

* Current certification as a Child Protection Professional.
* Current certification as a Child Protection Professional Supervisor.
* Supervisory experience.

**Skills:**

* Uses a variety of questioning techniques to elicit information needed in order to form conclusions or make decisions.
* Ability to assess child and family dynamics to determine appropriate case planning.
* Ability to supervise, direct and evaluate supervisory and direct line staff.
* Possess knowledge of effective supervisory skills and employee management techniques.
* Knowledge of Florida’s child welfare policies, statutes and administrative codes regarding services to dependent children.
* Knowledge of social service resources in Service Center area.
* Ability to make public presentations and represent the agency in various settings.
* Ability to develop long-range and short-range objectives including monitoring and corrective action plans.
* Knowledge of best practices in child welfare services.
* Knowledge of basic computer programs including email, word processing and in-office information systems.

**Physical Requirements:**

Sitting 50%

Standing 20%

Mobility (moving between internal offices) 20%

Kneeling/Bending/Stooping 05%

Reaching, overhead 05%

Speaking  Yes   No

Hearing  Yes   No

Reading Comprehension  Yes   No

Ability to Lift and carry up to 20 pounds.

**Travel:**

Same Day Infrequent Occasional  Frequent

Overnight Infrequent Occasional  Frequent

Weekend and Nights Infrequent Occasional  Frequent

Infrequent (2 to 3 times year)

Occasional (2 to 3 times Month)

Frequent (2 to 3 times Week)

PFSF is an Equal Opportunity/Affirmative Action/ Drug Free Work Place and does not tolerate discrimination or violence in the workplace. Applicants requiring a reasonable accommodation as defined by the Americans with Disabilities Act, must notify the Human Resource Department at 1-352-244-1527. Notification to the Human Resource office must be made in advance to allow sufficient time to provide the accommodation.

**Drug Free Workplace:**

PSF maintains and enforces a Drug-Free Workplace program. New employees are required to be drug tested prior to employment. In appropriate circumstances, current employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the Employee Handbook and set forth in the Drug-Free Workplace Policy, both of which are available through the organization’s inter/intranet.

**Signature Block:**

By signing below, I agree and understand that I must satisfactorily perform each responsibility set forth to continue my employment with PSF.

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**Employee Name (Print) Supervisor’s Name (Print)**

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**Employee Signature Supervisor’s Signature**

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**Date Date**