

Coalition for Hispanic Family Services

JOB DESCRIPTION

Job Title: Quality Assurance/Quality Improvement Supervisor
Department: Quality Assurance Department
Reports To: Director
Date Available: Currently Available
Date Posting: August 28, 2018
Deadline to Apply: September 5, 2018

To apply: Submit a resume and cover letter with qualifications to Hector Berrios, Director of Quality Assurance, at hberrios@hispanicfamilyservicesny.org by 5pm on September 5, 2018.

Agency Description: Coalition for Hispanic Family Services (CHFS) established in 1990, is a community-based comprehensive family service agency serving North Brooklyn and adjacent communities in Queens where significant numbers of families of color live below the poverty level. CHFS's programs address family needs comprehensively and within a cultural context, with the goal of moving them towards self-reliance. CHFS operates family foster care and adoption, treatment family foster care and child-abuse prevention programs. CHFS is New York City's only Latino foster care and family services agency. Coalition for Hispanic Family Services is building strong communities one family at a time.

Essential Duties and Responsibilities:

The person filing this position is expected, under general supervision of the QA Director, to lead quality assurance and quality improvement activities using data to strengthen child welfare programs. The ideal candidate will have technical knowledge, superior program/analysis capabilities and a strong understanding of how decision-making can be supported by timely and reliable data. The candidate will have the ability to review, analyze, interpret, and succinctly summarize information from diverse sources, including documents, focus groups, and surveys.

Quality Assurance

- Conduct case record reviews for compliance with ACS and OCFS standards, quality case practices, and model fidelity.
- Review case management data and Safe Measures Dashboard reports to manage data quality.

- Analyze qualitative and quantitative data, records and reports to monitor prevention and foster care programs for performance.
- Develop plans, forms, desk guides, and other supports as needed for new initiatives.
- Participate in program planning, including identifying resources when appropriate.
- Comply with all federal, state, and agency security and privacy policies intended to protect client confidentiality.

Quality Improvement

- Implement and oversee data management strategies and partner with programs to implement effective data collection systems.
- Guide programs in interpreting analysis of data, records, and Safe Measure reports to identify performance strengths, trends and areas in need of improvement.
- Develop relevant and targeted action plans for improvement based on performance strength, data trends, and areas of improvement.
- Work with programs to evaluate success of action plans, making corrections as needed.
- Analyze and present data to programs, facilitate discussions, and provide technical assistance and training as needed to help staff understand and use data to improve program performance.
- Manage quarterly and annual ACS Outcomes, Process, and Practice measures and data and assist with ACS Collaborative Quality Improvement (CoQI) responsibilities.
- Coordinate quality assurance and quality improvement efforts across programs, if applicable.

Qualifications

- Bachelor's degree and minimum of 5 years' experience in child welfare practice and/or administration Master's degree in social work, psychology, education, business, public policy, or other related field preferred.
- Experience with NYC child welfare programs and ACS requirements and system, including PROMIS and Connections, preferred.
- Experience with Evolv system preferred.
- Mastery of MS Office, especially Word and Excel; knowledge of MS Access and PowerPoint preferred.
- Experience conducting qualitative and/or quantitative research and familiarity with statistical packages, such as SPSS, Stata are preferred.
- Knowledge of statistical techniques for predictive analytics.

- Must be self-motivated, detail oriented and capable of managing multiple tasks in a fast paced environment.
- Strong team player with ability to work collaboratively with a variety of stakeholders.
- Ability to use public transportation to travel among program sites.