



CHILD CARE ALLIANCE OF LOS ANGELES

Job Description

Job Title: Quality Assurance Coordinator
Department: Emergency Child Care Bridge Program
Reports To: Bridge Program Director
FLSA Status: Non-Exempt
Location/Classification: In Office
Effective Date: February 2023

Summary:

The Quality Assurance Coordinator (QA Coordinator) will work in close collaboration with the Bridge Program Director to develop, coordinate, and conduct the quality assurance monitoring component of the Child Care Bridge Program. The QA Coordinator will be responsible for monitoring, inspecting, and proposing measures to improve the quality and contract compliance of subsidy childcare and Trauma-Informed Care services under the Bridge Program.

The Child Care Bridge Program is a subsidy program for foster children and is a partnership between the Department of Children and Family Services (DCFS), Child Care Alliance of Los Angeles, and the Resource and Referral (R&R) agencies in Los Angeles County. This position is offered to those interested in being part of an organization that is committed to making a difference and pursuing a career with a nonprofit providing solid leadership in program development and management, service delivery and advocacy for the ECE field.

The QA Coordinator will be responsible for developing a comprehensive quality assurance plan with tools that will be used to ensure the highest standards of service delivery are met in accordance with state and county regulations, policies, and procedures. The QA Coordinator will visit each of the subcontracted R&R/AP agencies administering the Bridge Program, either in person or virtually, to review family files, childcare provider files, provider payments, and Trauma-Informed Care (TIC) files to ensure contract compliance and quality of services. The QA Coordinator will communicate findings to the R&Rs, issue corrective action plans, follow-up and provide technical assistance with corrective action plans, and complete monitoring reports for each R&R/AP agency to submit to DCFS annually.

Duties & Responsibilities:

- Develop a comprehensive quality assurance plan and corresponding monitoring tools.
- Conduct onsite or virtual reviews of family files, provider files, and provider payments at each R&R/AP agency to ensure contract compliance, timeliness, and quality of services annually.
- Review TIC referrals for timely submission, accuracy, and thoroughness.
- Review TIC coaching outreach attempts and timely submission of coaching plans to ensure coaching and training goals are met per contract requirements.
- Ensure branding guidelines are being followed.
- Meet with designated staff at the R&R/AP agencies to discuss findings.
- Issue corrective action plans as needed.
- Write a detailed report of findings for each R&Rs/AP agency.
- Follow-up with the R&R/AP agencies to ensure corrective measures were implemented.
- Review Child Care Bulletins issued by the California Department of Social Services and update the QA Plan as necessary to include new mandates implemented by the state.
- Participate in meetings and trainings as needed.
- Demonstrate a high level of professionalism in dealing with confidential and sensitive issues.
- Assists with special projects as assigned.



- Performs other duties as assigned by the Bridge Director.

Qualifications:

- Bachelor's degree (B.A. or B.S.) or equivalent, three to five years related experience, or equivalent combination of education and experience.
- Valid California driver's license and auto insurance required.
- Excellent verbal and written communication skills.
- Strong Microsoft Office skills.
- Commitment to excellence and high standards.
- Strong organizational, problem-solving, time management, and analytical skills; able to manage priorities and workflow.
- Strong interpersonal skills.
- Ability to understand and follow written and verbal instructions.
- Ability to deal effectively with a diversity of individuals at all organizational levels.
- Good judgement with the ability to make timely and sound decisions.
- Creative, flexible, and innovative team player.
- Ability to exercise discretion and confidentiality.
- Ability to work independently and as a member of various teams and committees.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Acute attention to detail.
- Demonstrated ability to plan and organize projects.

Competencies:

- **Problem Solving**--Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Interpersonal Skills**--Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Teamwork**--Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Planning/Organizing**--Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.

Physical Demands & Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth



perception and ability to adjust focus. While performing the duties of this job, the noise level in the work environment, if located in the office, is usually quiet to moderate.

Compliance with federal, state, and local guidelines and laws is required.

Salary Range:

Competitive salary, commensurate with prior experience, education, skills, and abilities. The hourly pay rate range is \$28.00 to \$32.00 per hour. Regular full-time position with a competitive benefits package which includes health insurance, 12 paid holidays, and vacation and sick accrued PTO. FLSA status is non-exempt.

The programs referenced in this job description are contingent upon grant funding.

For immediate consideration, send your resume and cover letter to:

Email: [hiring@ccala.net](mailto: hiring@ccala.net). Please include the job title in the subject line.

Email submissions only.

No phone inquiries. Responses will be sent only to individuals meeting the outlined requirements of the position.

The Child Care Alliance of Los Angeles is an Equal Opportunity Employer.

The Child Care Alliance of Los Angeles is committed to building and sustaining a diverse workforce and culture. As part of this commitment, the Child Care Alliance of Los Angeles provides equal opportunity in all of our employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, medical condition as defined by state law, ancestry, religion, national origin, age, marital status, sexual orientation, gender or gender identity/expression, ethnic group identification, mental or physical disability, pregnancy, childbirth, and related medical conditions, or any other legally protected status.

For more information about the Child Care Alliance of Los Angeles please visit our website at:

<http://www.ccala.net/>

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.