



**CHILD CARE ALLIANCE OF LOS ANGELES**  
**Quality Start Los Angeles**  
**Program Assistant-Quality Improvement**

**Job Description**

**Job Title:** Program Assistant-Quality Improvement  
**Department:** Quality Start Los Angeles  
**Reports To:** QSLA Quality Improvement Manager  
**FLSA Status:** Non-Exempt  
**Location/Classification:** Hybrid- Agency Office and Home Office within 50 miles of 815 Colorado Blvd, Los Angeles California, 90041.

**SUMMARY**

The **Program Assistant-Quality Improvement** is responsible for the tracking and implementation support of various coach professional development opportunities and onboarding activities for the Quality Start Los Angeles (QSLA) program at the Child Care Alliance of Los Angeles (CCALA). The Child Care Alliance of Los Angeles is a partnership of 10 community-based Resource and Referral (R&R) and Alternative Payment (AP) organizations working together to ensure the delivery of seamless, consistent and quality child care throughout the Los Angeles County.

Quality Start Los Angeles, the Quality Improvement System implemented in LA County, is a partnership between the Los Angeles County Office of Education (LACOE), First 5 LA, the Child Care Alliance of Los Angeles, the Los Angeles County Office for the Advancement of Early Care and Education, PEACH, and the Child Care Planning Committee. Working in partnership, they are continuing to build a system for supporting and improving early care and education quality for LA County.

The **Program Assistant-Quality Improvement** is responsible for the successful completion of administrative tasks necessary to ensure accurate information for both QSLA Coaching Models is collected as well as support with maintaining current information about all QSLA coaches and supervisors in the appropriate databases or tracking systems. This includes supporting with tracking, collecting, and updating of annual QSLA site program information as required by the funders. The Program Assistant will play a key role in ensuring effective, efficient and consistent communication is maintained with internal and external staff working on Quality Start Los Angeles activities. This position will support the Quality Improvement Manager's communication with CCALA staff, the Resource and Referral Agencies, QSLA's collaborative partners, as needed, to gather required information, coordinate meetings, and provide other necessary organization and support for QSLA staff and participants.

## **DUTIES AND RESPONSIBILITIES**

- Perform administrative support duties; manage program documentation by maintaining electronic files.
- Assist in the preparation of program materials, seeking out desired information that will support program activities.
- Assist with the maintaining, gathering and compiling of data related to contracting, coaching, and partnerships, for internal purposes as well as to share with funders and stakeholders.
- Lead the onboarding activities and tracking system of QSLA Program Coaches and Supervisors, such as access to data entry platform, collection of job-related requirements, certifications and funder requested health and safety requirements.
- Support with the annual collection of all participating QSLA site's Common Data File (CDF) information as required by CDE.
- Provide support to the QSLA Quality Improvement team to ensure accuracy of site details in program database, such as contact info, sessions, and teacher roles.
- Support the Quality Improvement Team with the tracking of QSLA coach trainings professional development hours using the CA ECE Workforce Registry.
- Use databases or other systems to document Quality Start LA program data to share with CCALA members and in required reports.
- Maintain effective communication via e-mail or phone calls with CCALA staff and partner agencies, QSLA participants, collaborative partners, funders, and others to ensure effective program implementation and achieve project deliverables, as needed.
- Provide support to the QSLA Site Supervisors on the navigation and use of the coaching database (Hubbe) and technical assistance offerings.
- Prepare correspondence, maintain meeting agendas, and take accurate and detailed meeting notes.
- Schedule appointments and meetings as needed.
- Assist with purchasing of necessary office supplies, software, equipment, etc. for team and programmatic needs.
- Assist with preparation of data and program information for monthly and quarterly reporting to funders and other partners.
- Attend designated community meetings and other meetings, as needed.
- Perform other duties as assigned.

## **Competencies**

- **Job Knowledge:** Demonstrates required job skills and an understanding of the duties, procedures, and responsibilities of the current position.

- **Quality** - Is thorough in completing work product with attention to detail and accuracy. Meets quality standards, makes continuous measurable improvements. Shares knowledge with coworkers.
- **Productivity** – Completes assignments accurately and in a timely and efficient manner. Adjusts positively to occasional fluctuations in the workloads. Routinely uses time efficiently. Meets deadlines and delivers accurate work.
- **Accountability:** Takes ownership and accountability for assignments and commitments, meeting assigned deadlines without additional prompting by supervisor or others.
- **Initiative.** Identifies and addresses challenges or opportunities without being prompted.
- **Problem Solving:** Actively anticipates and identifies potential concerns. Probes skillfully to get at the facts, asking questions and seeking information from appropriate sources.
- **Collaboration:** Demonstrates the ability to develop, maintain and strengthen partnerships and relationships with others inside or outside the organization who can provide information, assistance, and support.
- **Communication:** Expresses ideas clearly and effectively verbally and in writing, using concrete, specific language. Provides accurate, timely information (oral/written). Can clearly and concisely convey ideas in written information.
- **Fostering Teamwork:** Demonstrates willingness, interest, skill, and effectiveness in working together with others.
- **Adaptability:** Demonstrates ability to appropriately deal with difficult or unpleasant circumstances, or adjusting to changing conditions, to meet job requirements.
- **Decision Making:** Demonstrates good judgement, determines priorities, and makes decisions that support the agency’s mission, values, and strategic initiatives

## **QUALIFICATIONS**

- Associate’s Degree is required; Bachelor’s degree is desirable, or equivalent experience.
- Minimum of 1 year of relevant experience including task management, providing programmatic assistance, and communicating with external clients.
- Understanding of the Los Angeles child care delivery system, stakeholders, community agencies and child care provider population is desirable.
- Ability to manage multiple tasks and meet required deadlines with strong attention to detail.
- Strong interpersonal skills including the ability to work effectively with diverse client populations.
- Excellent time management and organizational skills. Able to work independently.
- Effective written and verbal communication skills.
- Willingness to take initiative to identify and solve challenges or create greater programmatic efficiencies.
- Strong computer skills, including experience with Microsoft Office suite, Google Suite, Constant Contact, Zoom and/or MS Teams, and/or Canva, preferred.
- Experience using spreadsheets for programmatic tracking and data management purposes.
- Exhibit professionalism and confidentiality in handling data and sensitive information from early educators.
- Ability to work collaboratively with others at all levels of the organization and work



cooperatively with other agencies and community partners.

- Ability to be flexible and innovative and to adapt to the changing needs of the program.
- Valid CA driver's license and insurance coverage which meets CA standards.
- Ability to travel to all parts of LA County, in accordance with public health safety guidelines, and occasionally work a varying schedule, including nights and Saturdays, as needed.
- Flexibility- Office days are required when requested by Agency Leadership
- English/Spanish, preferred

### **PHYSICAL DEMANDS**

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: \$21-23**

Competitive salary, commensurate with prior experience, education, skills, and abilities. 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: [hire@ccala.net](mailto:hire@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.*

*We are not considering applicants that require sponsorship for employment visa status at this time or who reside outside of the state of California.*