

## JOB DESCRIPTION

<b>JOB TITLE</b>	Quality Assurance Program Specialist
<b>DEPARTMENT / PROGRAM AREA</b>	Children's Services Department
<b>REPORTING TO</b>	Director, Children's Services
<b>LOCATION</b>	North Bay
<b>WEEKLY HOURS OF WORK</b>	35
<b>SALARY GRADE</b>	Band 6
<b>DATE</b>	September 2014
<b>REVISIONS</b>	September 2016/July 2018

### GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key Responsibilities?]

Under the general supervision of the Director, Children's Services and Lead Quality Assurance Program Specialist, the Quality Assurance Program Specialist provides recommendations and supports with the development and implementation of strategies to ensure the quality of Children's Services programs funded by the DNSSAB (i.e. site visits, on-going provider supports, recommendations and reports).

This position provides direction, advice, guidance, support, resources and recommendations to external DNSSAB-funded early years and child care programs and services. It assists with the development of policy and process recommendations for external DNSSAB funded projects, plans and prepares reports for Management approval; completes investigations, provides professional learning opportunities, supports the implementation of the Ministry's pedagogical approach, completes provider billing process and second signatures.

## KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section]

### Quality Assurance Service Delivery

Supports the delivery of Nipissing Quality Assurance Achievement Program for service:

- Supporting and monitoring of early years and child care services providers, having a purchase of service with DNSSAB by conducting site visits, observing program activities, completing quality assurance program and reviews.
- Recording and reporting findings to management and service providers utilizing the prescribed format;
- Development of program recommendations, goals and follow-up on quality assurance matters with services providers, as required;
- Review quality assurance parent questionnaires and reports, assist with follow-up as required;
- Provide on-going support to early years and child care service providers pertaining to the implementation of the Ministry's pedagogical approach and Nipissing's Quality Assurance Achievement Program;
- Provide on-going feedback and recommendations in regards to the implementation and review of Nipissing's Quality Assurance Achievement Program.

### Fee Subsidy Program Integrity

Supports the delivery of Child Care Fee Subsidy services by:

- Ensuring that Child Care Providers' billing for fee subsidy are paid as warranted by:
  - Reviewing invoices to ensure that children's attendance reported by the Service Provider matched the Parent Agreements and work/school schedules;
  - Contacting the Service Provider to request validation for claims that are not consistent with service agreements with DNSSAB and Parent Agreements and make the necessary adjustments;
- Completing 2<sup>nd</sup> signatures on files according to Ministry of Education Guidelines and local policies.
- Assisting with fee subsidy audits pertaining to monthly provider billing and ensuring service provider adherence to policy and protocols.

### Policies and Planning

Assists with the development of policy recommendations, plans and reports by:

- Collecting data, conducting research and preparing summary reports in regards to the Nipissing Quality Assurance Achievement Program, reviews and recommendations;
- Completing data entry and maintaining information databases as required;
- Participating in Children's Services team meetings to contribute to the on-going identification of best practices and development of departmental procedures;
- Supports with the development and implementation of policies, procedures and protocols pertaining to quality assurance activities.

### **Early Years Initiatives**

Assist with local early years and child care initiatives by:

- Actively participating in local initiatives related to Early Years, Quality Assurance, Special Needs Resourcing, Mentoring and Professional Development (i.e. participating on committees, special events, conferences, etc.)
- Act as a resource to parents, operators, community partners and others in regards to the Early Years;
- Provide and support on-going professional development opportunities related to local quality assurance strategies;
- Provide recommendations for on-going learning opportunities throughout the District;
- Provide recommendations for professional development requirements based on quality assurance observations throughout the year.

### **Fee Subsidy**

When necessary, act as a back up to support the delivery of Child Care Fee Subsidy services by:

- Supporting the development of accurate and timely responses to fee subsidy inquiries and approaches with complex cases;
- Delivering DNSSAB fee subsidy services (i.e. applications, determine eligibility, annual reviews, etc.) as required.

**As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace, that is free of all forms of harassment, discrimination and violence.**

## QUALIFICATIONS

- Post-Secondary diploma in Early Childhood Education and registration with the College of Early Childhood Education;
- 3 years related experience in service delivery or program administration under the Child Care and Early Years Act;
- Fluently bilingual in both French and English, considered to be an asset;
- Working knowledge of the Child Care and Early Years Act, Education Act, the Ontario Child Care Services Management, Ministry Guidelines, federal, provincial and local childcare initiatives;
- Good working knowledge of standard program and rating scales such as ITERS, ECERS, SACERS, PAS, SECIQS, etc.;
- Excellent working knowledge of Ontario's Vision and pedagogical approach for early years and child care programs;
- Good working knowledge of local community agencies and the services that they provide;
- Excellent organizational skills and analytical skills;
- Ability to follow directions and provide appropriate recommendations;
- Excellent communication skills (both verbal and written);
- Working knowledge of PowerPoint, Outlook, MS Excel and MSWord;
- Report writing and presentation skills;
- Excellent customer service skills;
- Understanding of accepted standards with respect to confidentiality;
- Valid Ontario Drivers license and access to a reliable vehicle for use on the job.

## **COMPENSABLE FACTORS**

### **KNOWLEDGE**

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement]

Undergraduate level (College) – Two years or equivalent.

### **EXPERIENCE**

[This sub factor should be considered when the degrees of knowledge are established. It serves as a scale of measurement for the amount of practical experience that an average individual having the appropriate theoretical knowledge, specific education and specialized training, would require to be able to perform the job duties.]

Over two years, up to and including four years.

### **JUDGEMENT**

[ Measures the choice of action required in applying methods, procedures, or policies to complete the tasks. ]

The job requires that changes be recommended to establish methods or procedures. Work involves a choice of methods or procedures or sequence of operation.

### **MENTAL EFFORT**

[ Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Frequent periods of long duration.

### **PHYSICAL ACTIVITY**

[ Measures the physical activity by the type and duration required to perform the duties.]

Light activity of intermediate duration.

### **DEXTERITY**

[ Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate co-ordination of coarse movements, where speed is a secondary consideration.

## ACOUNTABILITY

[ Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in serious loss of time or resources.

## SAFETY OF OTHERS

[ Measures the degree of care required to prevent injury or harm to others.]

Some degree of care required to prevent injury or harm to others.

## SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.

Supervisory responsibility is not normally part of the job requirement, but there may be a requirement to show others how to perform tasks or duties.

## CONTACTS

[ Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Persuasive diplomacy required when either recommending, discussing to clarify information, or negotiating matters with others.

## WORKING CONDITIONS

[ Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties .]

Minor conditions of frequent exposure.