



JOB DESCRIPTION

Job Title: **Family Service Training Supervisor**

Reports to: Family Services Director

Supervises: Yes

FLSA Status: exempt non-exempt full-time part-time other

Salary Ranges: Starting salary \$60,000

Position Summary:

The Quality Assurance (QA) and Training Supervisor supports the QA Specialist team, the Reimbursement team, and the Family Service Managers. Primary duties include **a**) overseeing all aspects of the QA and Training department, **b**) supporting and supervising staff **c**) ensuring that all Department of Early Learning (DEL) requirements and other grant deliverables are met and all required reporting is completed and submitted on time, **d**) overseeing and ensuring quality assurance in programmatic processes and procedures as they relate to eligibility and enrollment, and **e**) ensuring that program data is tracked and measured to determine program outcomes and improvements. The primary goal is to provide highly professional, effective oversight of the Quality Assurance monitoring and staff training processes that ensure compliance with requirements.

Essential Job Functions:

Implementation of Processes

- Oversee and direct the administration/implementation of all required rules, regulations, policies, standard levels of service and Coalition procedures as they relate to determining eligibility, enrollment, and payment to providers for the School Readiness and VPK program.
- Utilize the statewide information system to properly update and maintain data records for each child and family.
- Maintain up-to-date knowledge and familiarity with School Readiness, VPK, Florida Statutes, the Division of Early Learning (DEL), Department of Education (DOE), and Department of Children and Families (DCF) guidance and requirements.
- Plan and implement systems that enable QA monitoring and training services to be completed efficiently and effectively.
- Collect data and complete Monthly, Quarterly, and Annual programmatic reports.
- Maintain current and accurate information in the Statewide Data System.
- Research, conduct analysis, maintain documentation, and track status of client concerns.
- Document and report discrepancies discovered during the quality assurance process that need further research or referral.
- Review all programmatic reports, train as necessary and report status to Director.

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- Deliver planned coaching and timely feedback to increase productivity and ensure that learning outcomes are embedded and understood.
- Develop training/coaching plans for staff outcomes that are below expectations.
- Perform other duties that may be necessary to maintain the success of the organization.

Supervision of Staff

- Train and orient new employees on all protocols, reports, and processes.
- Train and mentor staff on policies, requirements, professionalism, and customer service.
- Organize and lead team meetings.
- Review and approve time sheets and PTO requests.
- Complete annual performance reviews.
- Develop and implement training plans for ensuring compliance for areas that may need improvement.
- Model and support the establishment of respectful, relationship-based program services with families, childcare providers, and community partners.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)

Supervisory Responsibilities

- This position supervises a team consisting of the QA Specialists.
- Coach, mentor, and develop staff, including overseeing new employee onboarding and providing professional development opportunities.
- Empower employees to take responsibility for their jobs and goals. Develop/utilize existing accountability tracking tools and provide regular feedback.
- Lead employees to meet the organization's expectations for productivity, quality, and goal accomplishment.
- Provide effective performance feedback through employee recognition and disciplinary action with the assistance of Human Resources when necessary.
- Create a workplace culture that is consistent with the overall organization's and that emphasizes the mission, vision, and values of the organization. Appropriately communicate organization information through department meetings, one-on-one meetings and appropriate email, IM and regular interpersonal communication.
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees, addressing complaints, and resolving issues.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- **Communication-** Be able to communicate clearly, both oral and written. Obtain

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clarification of details when necessary and effectively prepare and read written information.

- **Teamwork-** Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Supports everyone's efforts to succeed.
- **Analytical-** Synthesizes complex or diverse information; Collects and researches data; uses intuition and experience to complement data; Designs workflows and procedures.

Qualifications:

- Leadership experience is required.
- This position requires successful completion of background screening and drug screening, as the Coalition is a drug-free workplace.
- Must possess a valid Florida Driver's License with ability to travel to off-site locations, if required.
- Ability to work in a fast-paced environment with creativity and enthusiasm.
- Knowledge of English business language with ability to communicate clearly and concisely, both orally and in writing.
- Must be customer service oriented with a positive customer service mindset: patient, conscientious, responsive, and empathetic.
- This job will require remote work. Please be advised that this is a privilege. We will provide you with your electronic equipment. You must ensure that you have a dedicated and quiet workspace. You will be responsible for your chair, desk, and access to a reliable internet/Wi-Fi service. You must provide the privacy that is needed to work with vendors/families and co-workers. You will also need to provide the address for your Telework location.
- This job requires interaction with children birth to five years of age at coalition community and volunteer events.

Education and Experience:

- Bachelor's degree in Education, Child Development, Social Work, or related field with a minimum of three to five years related experience in Quality Assurance, case review or monitoring.
- Experience working in at-risk communities with families with diverse and significant needs.
- Must have a minimum of two years of leadership experience.
- Experience in coordinating daily activities of assigned staff.

(A comparable amount of training, education or experience may be substituted for the above minimum qualifications.)
