



Job Title: QUALITY ASSURANCE COORDINATOR

Employment Status: Full Year – Full Time

Salary Classification: Non-Exempt

Reporting Relationships: Director of Quality Assurance

Direct Staff Supervised: None

Summary of Job: The Quality Assurance Coordinator will work with the ELNC Grand Rapids programs to ensure quality programming.

Other Key Relationships: The Quality Assurance Coordinator will interact and develop relationships with ELNC Staff, partners, parents, community partners, volunteers and other community early childhood program peers.

Essential Job Functions include but not limited to:

- Enter staff Individual Professional Development Plans
- Enter Partner Site Staff Documents in Child Plus and manage personnel section
- Gather and Monitor Partner Site monthly reports for completion
- Issue monthly compliance report to the Director of Quality Improvement / Assurance
- Enroll and monitor staff members in Michigan Registry
- Complete Health and Safety Screeners at Partner Sites
- Manage ELNC- GR Internal Documents drive
- Monitor Annual Planning calendar for completion and adjustments
- Support mock audits
- Compile all documents for any Corrective Action Plans
- Send monthly PIR reports
- Adheres to all policies contained in ELNC's Employee Handbook
- Provide support for Self-Assessment and Community Needs Assessment
- Performs duties as assigned

Essential Competencies Required:

- **Commitment to ELNC Vision and Mission-** The ability to understand, communicate and incorporate the ELNC Vision and Mission into behaviors and attitudes all ELNC staff are expected to exhibit while performing their job responsibilities.

- **Culturally Competent-** The ability to understand, communicate with, and effectively interact with people across cultures.
- **Flexibility/Resilience** – The ability to adjust to and thrive in a complex and changing environment; handles setbacks and failures with professionalism and candor; effectively and appropriately responds in the face of adversity or conflict.
- **Ability to Multi-Task** – The ability to handle multiple tasks and assignments; prioritizes more important tasks while maintaining a good handle on others; reports in a timely manner any barriers to task completion level ample opportunities for supervisor to adjust deadlines.
- **Results-Oriented Thinking and Behavior** – A genuine concern for effectiveness. Possesses the desire to get the job done with excellence; mentally is focused on getting the best results for actions taken; does not settle of mediocrity.

Knowledge, Skills, & Abilities

- Ability to utilize agency resources, technology and library to appropriately answer questions and provides guidance to staff and parents.
- Ability to train and provide presentations to large and small groups.
- Ability to use internet based database systems and Microsoft Office suite programs.
- Ability to communicate (verbal and written) effectively and appropriately with others.
- Ability to work independently as well as in a team environment.
- Sustained concentration and attention to detail and accuracy.
- Ability to prioritize and manage work load and deadlines.
- Excellent diagnostic and problem solving skills.
- Ability to meet the needs of all children specifically those with special needs, challenging behaviors, at risk, gifted and culturally diverse populations.
- Regular sitting, working at computer keyboard and desk, standing to file misc. documents in filing cabinet. Occasional bending, stooping and lifting up to 25 lbs.

Minimum Required Education and Experience:

- Bachelor’s Degree
- 1 year working in Early Childhood Education

Additional requirements of the position:

- Position is identified as having regular contact with children in accordance with public law; therefore, a criminal background check must be completed
- Program activities frequently take place in the center/site (permanent and mobile), family homes, and other community locations
- Walking, standing, bending, and carrying of small and light objects

Signatures:

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Comment:

Employee: _____ **Date:** _____

Supervisor signature below acknowledges that they have reviewed the job description with the employee.

Comment:

Supervisor: _____ **Date:** _____