

Job Description

Title: Program Improvement Specialist
FLSA Status: Non-Exempt

Department: Quality Initiatives
Reports to: VP of Quality Initiatives

Job Summary:

The Program Improvement Specialist is responsible for coordinating systems workflow activities in the various systems defined by the Division of Early Learning for the following initiatives: School Readiness Program Assessment, Voluntary Prekindergarten Program Assessment, leading to a composite score, coordinating strategies for participating providers, work with contracts' staff to monitor provider benchmarks and work with payments' staff to monitor provider payments.

Essential Duties and Responsibilities:

- Develop and demonstrate awareness of the School Readiness Program Assessments (SRPA), Voluntary Prekindergarten Program Assessment (VPKPA), Thrive by 5 Quality Improvement System (QIS) and Child Scholarship Program
- Ensures that all SR and/or VPK providers are registered in the portal prior to being assessed
- Provides technical support on registering for an assessment
- Develops and tracks forecasting tool on all assessments per fiscal year
- Sends emails to providers regarding rating
- Monitors programs that request a second assessment and sends an email notification regarding next steps
- Monitors filled SR child care slots monthly to determine a providers exemption status on the SRPA
- Monitors provider's progress on the Quality Improvement Plan
- Maintains ongoing communication with program directors on any of the initiatives mentioned above
- Monitors and maintains programs going through prescreening as it related to CLASS Assessments
- Assists with obtaining data for the department scorecard
- Develop and demonstrate a knowledge of adult learning styles and the ability to engage adult learners in the various programs offered by the Coalition
- Develop and demonstrate the ability to utilize all technology associated with program initiatives as well as the but not limited to: Web-based Early Learning System (WELS), EFS modernization, Quality Performance System and BlueJean portal
- Deliver online trainings on all activities relating to SRPA/VPKPA
- Verify information entered by providers in the systems for the various initiatives
- Assist the contracts department in verifying content related to SRPA and VPKPA
- Demonstrates the ability to manage multiple priorities and manage time effectively to meet established timelines for work completion.
- Ability to effectively respond to unscheduled or crisis situations

- Responsible for providing cross-training to new staff by sharing knowledge and experience through the shadowing process in the field.
- Assist in creating reports based on data collection
- Maintains database security, integrity and availability to management.
- Collaborates with management on special projects
- Ability to work collaboratively with diverse population
- Ability to work independently and organize activities essential to the position
- Performs related duties as required.

Skills and Abilities:

- Strong organization skills
- Accountability
- Adaptability
- Ability to predict agency needs
- Problem Solving
- Verbal and Written Communication Skills
- Bilingual strongly preferred

Qualifications:

- Associates Degree in Early Childhood Education, or related field and/or at least 2 years of experience. Bachelor degree preferred.
- 1-2 years experience in childcare or other administrative settings.
- Proficient in Microsoft Office
- Experience supporting and implementing database systems.
- Valid Florida Driver's License

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 frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderately quiet.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implies or otherwise, other than an "at will" relationship.

Employee Signature