

LANCASTER COUNTY QUALITY ASSURANCE COORDINATOR

NATURE OF WORK

This is advanced human services work responsible for collecting and ensuring data is accurate, overseeing program components to ensure fidelity to models, providing research and analytical reports as well as advanced human services work providing direct services to youth and families in Lancaster County.

Work involves responsibility for gathering and reviewing data; creating and producing performance related reports; and familiarity with program operations and databases. This position will be required to have a light diversion caseload to ensure familiarity of program components. Work also involves participating in community groups and/or advisory councils. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and effectiveness of program services provided.

EXAMPLES OF WORK PERFORMED

Develop detailed reports and analysis summarizing department activity and performance by utilizing data analysis software; assist with grant reports; review reporting for accuracy and update as necessary.

Compile statistics and maintain records on client program participation; maintain confidential client records and case files.

Provide reporting system training to new employees and the department as needed.

Communicate and promote the importance of ongoing quality assurance efforts with justice and school officials.

Collaborate with employees on the principles of quality and the value of meeting/exceeding quality standards; compile, reviews and analyzes performance measurement data/reports and provides reports in a timely professional manner.

Conduct surveys and other data gathering methods and the review of individual client records to assess/ensure compliance with internal policies, procedures and standards of care.

Identify opportunities for improvement through a variety of activities and communicates such opportunities with appropriate administrators.

Experiment with a wide range of existing technologies while applying new and emerging options that can enhance organizational outcomes.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of Microsoft Office products, including Excel and Word processing.

Knowledge of data analysis, data integrity, and data analytics.

Knowledge of youth programs and services within the community available to youth and families.

Knowledge of grant management.

Knowledge of evidence-based practices as it applies to effective case management for youth.

Ability to extract, analyze, and compile necessary data into reports.

Ability to organize tasks and establish priorities in response to changing conditions and in emergencies.

Ability to establish and maintain effective working relationships with co-workers, youth and families, and community-based agencies.

Ability to communicate effectively both orally and in writing including facilitating meetings and delivering presentations and reports.

Ability to maintain confidentiality.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in research methods, statistics, psychology, criminal justice, or related field plus two years of experience providing services or case management; or any equivalent combination of training and experience that provides the desirable knowledge, abilities, and skills.