



**BROWARD HEALTHY START COALITION, INC.  
JOB DESCRIPTION**

**Position:** Quality Assurance & Training Specialist

**Status:** Exempt; Full-time

**Reports to:** Healthy Start Program Manager

Broward Healthy Start Coalition, Inc., (Coalition) is a nonprofit 501(c) 3 corporation located in Fort Lauderdale, Florida that leads a cooperative community effort to reduce fetal and infant mortality and improve the health and developmental outcomes of infants, childbearing women, and their families in Broward County.

**OVERVIEW**

The Quality Assurance and Training Specialist is responsible for leading the quality and compliance efforts for the Healthy Start program to assure a quality system of care for families receiving services. This is a professional position that works closely with the Healthy Start Program Manager to ensure the Coalition's service provider network receives adequate training and technical guidance to maintain compliance with funder requirements and performs successfully to meet expectations. The incumbent will also represent the Coalition in local community stakeholder meetings to promote the mission of the Coalition.

**BASIC QUALIFICATIONS**

- Bachelor's degree in public administration, health administration, business administration, social services, or related field
- Two plus years of experience working in a quality assurance, compliance, and/or training role in a public health, nonprofit, or government organization
- Experience working with diverse communities, organizations, and agencies
- Experience participating in committees
- Experience in data analysis and reporting

**KNOWLEDGE, SKILL AND ABILITIES**

- Ability to work independently as well as within a team
- Ability to speak, read, and write English including accurate spelling and grammar
- Proficient computer skills (Excel, PowerPoint, and Word)
- Ability to navigate and utilize a database or information system to extract data based on performance indicators or other requirements
- Exceptional communication, customer service, and interpersonal skills
- Knowledge of Medicaid Managed Care systems preferred
- Healthy Start experience strongly preferred
- Ability to represent the Coalition in the community in a professional manner
- Knowledge of local health and human service system and providers.
- Adheres to HIPPA guidelines
- Ability to work flexible hours when needed
- Requires reliable transportation, valid drivers' license, good driving record and automobile insurance for occasional travel Broward County
- May require occasional travel in Florida for training and conferences

**MAJOR RESPONSIBILITIES**

- Maintain a strong working knowledge of the Healthy Start program model, subcontracted provider responsibilities, local policies and procedures, and Florida Healthy Start Standards and Guidelines.
- Work with the Coalition's CQI committee and/or organizational leadership to develop and implement a self-evaluation of the Coalition, which may include reviewing the effectiveness of and revising the following, but not limited to:

- Program policies and procedures
- Quality assurance and improvement activities and evaluation tools
- Program outcomes and subcontracted provider reporting requirements
- Data collection methodologies used by the Coalition and its providers
- Develop reports to highlight successes and opportunities to improve interventions, showcase activities, identify gaps in service, and other relevant information with input from the Program Manager.
- Assist in the development and review/revision of any policies, procedures, and documents for services funded by the Coalition.
- Develop reports related to QA/QI activities and responsibilities including but not limited to:
  - Monthly, quarterly, and annual reporting required by funders
  - Provider performance including monthly QA performance snapshot
  - Ad hoc reports
- Review and monitor program data reports and analyze both the Coalition and providers' productivity and compliance with state and local performance indicators.
- Assure that subcontracted providers comply with the responsibilities set forth in Florida's Healthy Start Standards & Guidelines, local policies and procedures, and their contract with the Coalition.
- Perform quality assurance and improvement activities including but not limited to auditing client records in Well Family System, performing on-site monitoring of funded programs, conducting client and staff interviews, and developing processes for maintaining and analyzing data to evaluate program effectiveness and efficiency.
- Respond to inquiries and requests to provide technical assistance to subcontracted providers as it relates to the provision of Healthy Start services.
- Review and anticipate training needs for subcontracted providers and internal staff and assure coordination of the same.
- Develop training presentations on Healthy Start program topics for internal and subcontracted provider staff.
- Coordinate training for all Healthy Start program staff and provide onboarding training of subcontracted provider staff in the required timeframes.
- Participate as the liaison and representative of the Coalition in local and statewide meetings or initiatives related to maternal, infant, and child health.
- Participate as the Broward liaison for interdisciplinary calls held with the Medicaid health plans to discuss shared clients to coordinate services; prepare and research cases to present prior to the calls.
- Participate as the Healthy Start liaison for the interdisciplinary meetings held with child welfare and other local partners regarding substance exposed newborns; prepare and research cases to present prior to the meetings.
- Coordinate necessary trainings for contracted service providers; identify availability of state-sponsored and other relevant trainings.
- Assure dissemination of important information and/or training opportunities to the Coalition's network of providers and stakeholders.
- Participate in local and statewide calls, webinars, and trainings as they are held.
- Assist with planning for and hosting Coalition-led community events, baby showers, workshops, and trainings.
- Perform other related work as required.

### **SALARY**

The salary range is \$45K to \$52K annually. The Coalition offers an attractive benefits package that includes paid health/dental/vision insurance, short term and long-term disability insurance, life insurance, paid annual and sick leave, employer contribution to 403B after three month waiting period. Mileage reimbursement for local work travel is provided.

**Email resume, cover letter and salary requirement to [careers@browardhsc.org](mailto:careers@browardhsc.org). Resumes will be accepted until position is filled. Broward Healthy Start Coalition, Inc. requires all new hires pass a local and national Level 2 criminal background check prior to being hired. We are an Equal Opportunity Employer. Visit us online at [www.browardhsc.org](http://www.browardhsc.org)**