

## JOB DESCRIPTION

<b>POSITION TITLE:</b>	Quality Improvement Specialist (QIS) (Bilingual English/Spanish Required)
<b>DEPARTMENT &amp; PROGRAM:</b>	Early Learning   Child Care Resource & Referral (CCR&R)
<b>WORK YEAR:</b>	12 Months
<b>SALARY   PLACEMENT:</b>	Range 18
<b>SUPERVISED BY:</b>	Program Coordinator
<b>ASSOCIATION:</b>	Classified
<b>FLSA STATUS:</b>	Non-exempt

### GENERAL DESCRIPTION OF THE POSITION:

The Quality Improvement Specialist (QIS) shall support participating child care programs to implement quality standards and provide individual coaching for programs to achieve a Spark star rating (Oregon State Quality Rating and Improvement System for child care providers); will facilitate networks of child providers; will assist in recruitment, coaching, and mentoring of child care providers and early childhood educators; and address professional development, parent communication, business/ marketing skills, and state child care regulations.

### ESSENTIAL FUNCTIONS:

1. Provides training and technical assistance to child care providers in alignment with Spark (Oregon's Quality Rating and Improvement System) standards and Oregon's Core Knowledge Categories for professional learning.
2. Creates, recruits, and manages Focused Child Care Networks, and supports participants to implement quality standards on an ongoing basis.
3. Facilitates Network meetings and provides individualized coaching for Network participants.
4. Recruits child care providers to participate in Spark, and provides coaching to support them with continuous quality improvement.
5. Supports child care providers in developing individual Professional Development Plans and navigating the community college system.
6. Assists in development of quarterly and annual training plans.
7. Develops new Set Two and Set Three trainings to support professional development and quality improvement of child care providers.
8. Participates in efforts to recruit and retain child care providers, including providing targeted support to providers who are new to the field.
9. Assists in the development of provider newsletter and recruitment materials.
10. Uses the Find Child Care Oregon database to access and maintain current data on child care providers in the region.
11. Receives and screens incoming calls, and answers general questions pertaining to services offered.
12. Assists with the development of reports as needed.
13. Assists with special projects as needed.
14. Works collaboratively with community partners to advocate for increased availability and quality of early learning programs in the region.
15. Participates in Early Learning Department and CCR&R program team meetings.
16. Participates in State committee meetings, work groups, and Communities of Practice.

*The description contained herein reflects general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Employees who hold this position may be asked to perform other duties as assigned.*

### ADDITIONAL FUNCTIONS:

1. Develops basic knowledge of the Find Child Care Oregon database
2. Develops basic knowledge of the Oregon Registry Training Calendar
3. Maintains knowledge of Oregon Registry Online
4. Maintains knowledge of Department of Human Services Employment Related Day Care Program
5. Develops expertise regarding Oregon Child Care Licensing Regulations
6. Develops basic knowledge of the Child Development Associate (CDA) credentialing system

7. Follows and supports district and program values, policies, procedures and requirements
8. Works cooperatively and harmoniously with families, co-workers, supervisors, and community partners of diverse backgrounds
9. Maintains professional and technical knowledge by participating in professional development activities
10. Maintains regular communications including checking and replying to work email on a regular daily basis
11. Maintains regular and punctual attendance
12. Performs other duties as may be assigned
13. Follows and supports ESD policies and procedures
14. Works cooperatively and harmoniously with clients, co-workers, and supervisors

**ESSENTIAL COMPETENCIES:**

1. **CULTURAL RESPONSIVENESS:** Actively demonstrates a commitment to supporting equity and inclusion, and serves as an advocate with colleagues, partners, and communities.
2. **ACCOUNTABILITY:** Takes responsibility and ownership for successfully accomplishing work and agency objectives, and delivering results. Sets high standards of shared performance for self and others.
3. **ACCURACY AND ATTENTION TO DETAIL:** Ensures work is thoughtfully completed, accurate, and error-free to the highest degree possible.
4. **PLANNING, ORGANIZATION, AND PRIORITIZATION:** Assesses the work to be performed and considers how it should be organized and accomplished, with appropriate priorities and realistic time parameters.
5. **RECORDKEEPING AND DOCUMENTATION:** Gathers, organizes, and maintains records, following confidential information and security protocols as needed. Accurately documents relevant/essential actions, processes, and practices.
6. **TEAMWORK:** Works collaboratively with others to achieve shared goals and make decisions.
7. **COMMUNICATION:** Maintains a high standard of written and verbal communication skills, and ability to present to diverse audiences, specifically individuals of differing abilities and racially, ethnically, and socioeconomically diverse communities.

**MINIMUM QUALIFICATIONS:**

1. Bilingual Spanish/English
2. Bachelor's degree in early childhood education or a related field with early childhood coursework, or a Step 10 or above on the Oregon Registry Online
3. Minimum of two (2) years of direct service in Early Childhood (Child Care Center, Family Child Care, Preschool, etc.)
4. Certified as an Oregon Registry Master trainer, or the ability to become certified within a specified timeframe
5. Proficiency with computer software applications, including Microsoft Word, Excel, Publisher and PowerPoint
6. Strong presentation skills, including development and delivery of trainings
7. Establish and maintain cooperative and effective working relationships with others
8. Ability to communicate effectively, both verbally and in writing
9. Ability to follow through to completion of assigned tasks
10. Ability to meet schedules and timelines
11. Ability to organize and prioritize tasks
12. Possess reliable personal motorized transportation, driver's license, and insurance
13. Professional customer service skills, including tact, patience and courtesy

**PREFERRED QUALIFICATIONS:**

1. Master's degree in early childhood education or a related field

**WORKING CONDITIONS:**

1. Travel required delivering services in multiple sites during day and week throughout the areas served by program
2. Work settings vary from ESD offices, ODE, schools, school districts and stakeholder locations
3. Some evenings and weekends may be required for program events
4. Daily work schedule may need to be periodically flexed at Supervisor discretion, or with Supervisor pre-approval

**EQUIPMENT USED:**

1. Personal Vehicles

**PHYSICAL JOB TASK REQUIREMENTS:**

The physical requirements checked are essential to successfully performing the duties associated with this position.

- Sedentary work.** Sedentary work involves lifting no more than 10 pounds at a time and occasionally lifting or carrying articles like docket files, ledgers, and small tools. Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required occasionally and other sedentary criteria are met.

Never	Rare / Intermittent	Occasionally	Frequently	Continuously
Not At All	Less than 1 hour or 1- 5% per day	1 – 3 hours per day or 6 – 33% per day	3 – 6 hours per day or 34 – 66% per day	6 – 8 hours per day or 67 – 100% per day

Lifting (X = REQUIRED)										
Lifting students who have physical impairments and are unable to assist. All students regardless of their size and weight are lifted by two people with the total weight of the student not evenly distributed between the two. Students weighing over 50 pounds will be lifted using a mechanical lift.										
01-30 lbs		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
26-50 lbs	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
> 50 lbs	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously

Employee may need to: (X = REQUIRED)										
Bend		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
Climb		Never	<input checked="" type="checkbox"/>	Rare		Occasionally		Frequently		Continuously
Crawl	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
Drive		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
Kneel		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
Reach (above shoulder)		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
Reach (forward)		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
Sit		Never		Rare		Occasionally		Frequently	<input checked="" type="checkbox"/>	Continuously
Squat		Never	<input checked="" type="checkbox"/>	Rare		Occasionally		Frequently		Continuously
Stand		Never		Rare		Occasionally	<input checked="" type="checkbox"/>	Frequently		Continuously
Twist		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously

Walk		Never		Rare		Occasionally	<input checked="" type="checkbox"/>	Frequently		Continuously
Run	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
Stairs		Never	<input checked="" type="checkbox"/>	Rare		Occasionally		Frequently		Continuously
Lying Down	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
<b>Hands may be used for: (X = REQUIRED)</b>										
Grasping		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
Pinching		Never	<input checked="" type="checkbox"/>	Rare		Occasionally		Frequently		Continuously
Finger Manipulation		Never		Rare		Occasionally	<input checked="" type="checkbox"/>	Frequently		Continuously
<b>Wrists may be used for: (X = REQUIRED)</b>										
Twisting/Turning		Never	<input checked="" type="checkbox"/>	Rare		Occasionally		Frequently		Continuously
<b>Pushing/Pulling: (X = REQUIRED)</b>										
01-30 lbs		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
31-50 lbs	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
> 50 lbs	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
<b>Carrying: (X = REQUIRED)</b>										
01-30 lbs		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
Description	Objects carried, for a maximum distance of 30 feet, include school supplies, teaching materials, and food items.									
31-50 lbs	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
Description										
> 50 lbs	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
Description										

Environment Exposures (X = REQUIRED)										
Chemical Contact	X	Never		Rare		Occasionally		Frequently		Continuously
Moving Objects		Never	X	Rare		Occasionally		Frequently		Continuously
Noise		Never		Rare		Occasionally	X	Frequently		Continuously
Safety Equipment	X	Never		Rare		Occasionally		Frequently		Continuously
Wetness	X	Never		Rare		Occasionally		Frequently		Continuously

**MENTAL JOB TASK REQUIREMENTS:**

The mental functions checked are essential to successfully performing the duties associated with this position.

**X = Requirement |  = Not Required**

**REASONING ABILITY:**

- Complete routine, repetitive tasks with simple instructions
- Follow detailed instructions that require few changes
- Follow detailed procedures with several potential variables
- Accurately interpret behaviors and nonverbal communication and act on decisions
- Demonstrate logical or deductive thinking
- Provide creative, innovative solutions to job problems

**CALCULATIONS:**

- Perform simple copying, addition, counting, subtraction
- Perform multiplication and division
- Understand the metric system and conversions
- Manipulate fractions, decimals, and percentages
- Understand and use statistics
- Understand and use charts and graphs
- Understand and use advanced mathematics
- Understand the theoretical application of statistics and complex math

**LANGUAGE:**

- Read and understand product labels, policies written at the 10th grade level
- Follow verbal or demonstrated instructions
- Explain simple directions, copy data from one form to another
- Complete form letters or answer routine correspondence
- Compose correspondence independently
- Read and interpret complex technical material
- Speak and understand a second language
- Prepare complex reports and documents
- Speak with individuals and small groups in an articulate manner
- Speak at meetings and before groups in an articulate manner using prepared materials and on a spontaneous basis

---

By signing below, I indicate that:

1. I have been given the opportunity to thoroughly read the job description above,
2. I understand that I may request an accommodation to perform the essential functions of the position, and
3. I can perform the essential functions of this position without accommodation.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date \_\_\_\_\_

*Clackamas Education Service District is proud to be an equal opportunity workplace. We respect and seek to empower each individual and support the diverse cultures, perspectives, skills and experiences within our workforce along with the students and families that we serve.*