

## **Health Services/Quality Assurance Manager HS/EHS**

### **Purpose Statement**

The job of Health Services/Quality Assurance Manager HS/EHS is done for the purpose/s of managing, supervising and coordinating the nutrition and health services, including environmental health and safety checks for the Head Start/Early Head Start and State programs; providing information to others; and implementing, monitoring, providing quality assurance and maintaining services within established guidelines and standards.

This job reports to Program Administrator HS/EHS

### **Essential Functions**

Collaborates with internal and external personnel (e.g., administrators, family members, public agencies, staff, etc.) for the purpose of implementing and/or maintaining services and programs.

Conducts site visits to Head Start centers for the purpose of monitoring program standards and/or ensuring compliance with established guidelines.

Consults with center staff and families on a variety of issues for the purpose of providing technical assistance and/or training regarding best practices in the health and nutrition field.

Develops policies and procedures (e.g., scope of services, program expansion, etc.) for the purpose of implementation to meet the health and nutrition needs of Head Start/Early Head Start children and their families and/or ensuring compliance with established guidelines and/or standards.

Directs Health services operations; the maintenance of services and the implementation of new processes for the purpose of providing services within established timeframes and in compliance with related requirements.

Maintains a variety of manual and electronic files and/or records for the purpose of providing up-to-date reference and complying with regulatory requirements and established guidelines.

Manages health and nutrition services for the purpose of ensuring that performance outcomes are achieved within budget, department, and program objectives and maintaining regulatory compliance.

Monitors safety of children in and around work areas (e.g., halls, multipurpose rooms, lunchroom, restrooms, grounds, etc.) for the purpose of preventing injuries and ensuring site safety.

Monitors assigned service activities for the purpose of ensuring performance standard levels are met within the guidelines of established YCOE guidelines, while meeting regulatory requirements including Title 22 and Title 5.

Participates in meetings, workshops, trainings, and seminars for the purpose of conveying and/or gathering information required to perform functions.

Performs personnel functions (e.g., interviewing, evaluating, supervising, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of personnel and achieving objectives within budget.

Prepares a wide variety of written materials (e.g., reports, memos, letters, health plans, contracts, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.

Provides compliance with pertinent legislation, regulations, and laws (i.e., self-assessment, Program Information Report (PIR) data, on-going monitoring, etc.) for the purpose of ensuring timely and accurate records and reporting of data to Federal and State authorities.

Provides recordkeeping and reporting (e.g., clinical supervisory procedures, health and safety plans, training plans, etc.) for the purpose of ensuring county compliance with established guidelines.

Responds to inquiries for the purpose of resolving problems, providing information and/or referring to appropriate personnel.

Serves as a liaison between the Head Start/Early Head Start program and community agencies, families, and others for the purpose of ensuring compliance, continuity of care and facilitating communication between participants.

### **Other Functions**

Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including using pertinent software applications; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: health standards and hazards; safety practices and procedures; stages of child development; adult learning needs and the change process; conflict resolution; and early childhood principles.

ABILITY is required to schedule a number of activities, meetings, and/or events; often gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using defined methods. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups and individuals; meeting deadlines and schedules; working as part of a team; leading, delegating and organizing tasks; and managing multiple projects.

#### **Responsibility**

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; tracking budget expenditures. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the organization's services.

#### **Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally, the job requires 40% sitting, 30% walking, and 30% standing. This job is performed in a generally clean and healthy environment.

**Experience:** Job related experience with increasing levels of responsibility is required.

**Education:** bachelor's degree in job-related area.

**Equivalency:**

**Required Testing:**

Pre-Employment Health Screening

**Continuing Educ. / Training:**

Maintains Certificates and/or Licenses

**Certificates and Licenses**

Valid Driver's License & Evidence of Insurability  
Pediatric CPR/First Aid Certificate

**Clearances**

Criminal Justice Fingerprint/Background Clearance  
Tuberculosis Clearance  
Proof of Influenza, Pertussis & Measles Immunizations

**FLSA Status**

Exempt

**Approval Date**

5/25/2023

**Salary Grade**

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