



Job Description

Job Title	Quality, Performance and Training Specialist (QPT)
Employed by	Dynamic Workforce Solutions
Reports to	Title: Project Director

Salary:	\$40,000 - \$50,000	Type of position: FT	Hours <u>40</u> / week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt
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PURPOSE

Ensure continuous quality improvements through ongoing review of operations and administrative systems, identifying areas for improvement and suggesting enhancements. Aim is to ensure that project meets/exceeds the expectations of all of our customers.

KEY ACCOUNTABILITIES

- Manage and conduct analysis of workforce activities to evaluate compliance with policies and procedures and adherence to contract requirements. Communicate effectively with management and appropriate staff regarding areas of improvement and provide recommendations or suggestions for enhancements. *Measure – Achieve contract performance deliverables.*
- Conduct analysis of workforce activities. Use statistical sampling, auditing, and observation of work in progress to evaluate compliance with policies and procedures and adherence to contract requirements. *Measure – Maintain maximum error rates in internal and DEO monitoring results.*
- Develop program specific training as required based on input from staff and as needed. Formulate teaching outline and determine instructional methods, utilizing knowledge of specified training needs and effectiveness of such methods as individual training, group instruction, lectures, demonstrations, conferences, meetings, and workshops. Select or develop teaching aids, such as training handbooks, demonstration models, multimedia visual aids, computer tutorials, and reference works. Consult with management to determine needs for training. *Measure – Achieve customer service rating goals; ensure staff meet minimum hours for training during program year; achieve goals for training evaluation scores.*

WORK REQUIREMENTS

- **Quality Reviews** – Manage and conduct quality reviews, prepare reports and monitoring documents for dissemination, effectively communicate findings and recommendations to management and appropriate staff.
- **Operational Procedures and Processes** – Review operational procedures and processes, provide technical assistance to center staff to improve performance as well as quality, make recommendations to enhance current procedures and processes to ensure compliance and performance goals are met.
- **Quality Improvement** – Review performance data for trends, provide technical assistance for identified areas of non-compliance/low performance.
- **Training** – Work with Program Managers to develop, coordinate, and present training programs for all employees. Assess developmental needs quarterly to drive training initiatives. Design and implement effective methods to educate and train employees. Modify training programs as necessary and develop effective training materials utilizing a variety of media. Develop, write, and coordinate training manuals working with management staff and other subject matter

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<p>experts. Deliver training in various classroom formats, using relevant training materials such as texts, handouts, class exercises, or assessment tools. Schedule and conduct training sessions in coordination with management. Continue to update and revise course content and teaching methodology in order to maintain currency and relevance. Maintain accurate records, including training schedules, attendance, and pre/post-test evaluations.</p> <ul style="list-style-type: none"> – Policy/Procedure Maintenance – Review polices and procedures for compliance with local, state, and federal guidelines and make recommendations for revisions, as necessary, to the General Manager. Review all new local, state, and federal guidance and provide feedback on the implications to the General Manager. Assist General Manager with staff training regarding new or modified policies and procedures. – Client Eligibility and Expenditure Oversight – Develop, coordinate, and present training programs for all employees. Review customer eligibility and expenditure requests. Document staff performance in regards to customer enrollment and expenditure requests and recommend coaching and training as needed. Create and implement plan for regular monitoring. Monitor files, reports, and payment requests submitted by staff for compliance with local, state, and federal requirements. Provide ongoing staff coaching regarding policy interpretation and application. – Quality Management Systems – Update and maintain document control system. Draft policy and procedure to document Standard Operating Procedures (SOPs) and create monitoring system to ensure consistent application of SOPs. Review SOPs and regular business practices and make recommendations for improvement when necessary. – Statistical Data – Provide weekly reports on performance to the Leadership Team. Verify performance data. 	
WORK EXPERIENCE REQUIREMENTS	
<ul style="list-style-type: none"> – Experience in data entry, Excel, Word, PowerPoint and state data systems such as Employ Florida Marketplace (EFM), One-Stop Service Tracking (OSST), FLORIDA, and CONNECT preferred. – Two years’ experience in Workforce Programs such as Wagner-Peyser, Workforce Investment Act (WIA)/Workforce Innovation and Opportunity Act (WIOA), Welfare Transition, SNAP, Trade Adjustment Assistance (TAA), and other special grants/workforce services programs. – Must have ability to clearly and concisely communicate via presentations, in person, written, and oral communications. – Must have excellent written and verbal communication skills including public speaking. – Must have ability to use various software programs for correspondence, reports, statistical compilation, analysis, and database access. 	
KNOWLEDGE, SKILLS AND ABILITIES	
<ul style="list-style-type: none"> – Ability to clearly and concisely communicate with staff and leadership via presentations, in person, telephone, written, and oral. – Be familiar with applicable federal, state, and local laws and regulations. – Be accustomed to a complex, fast-paced, and confidential work environment. – Possess excellent written and verbal communication skills including public speaking. – Demonstrate computer skills with the ability to use various software programs for correspondence, reports, statistical compilation, analysis, and database access. 	
APPLICABLE STRENGTHS THEMES	

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<p>CareerSource Capital Region is a Strengths Management organization. For a brief description of the Strengths themes go to: http://www.strengthstest.com/theme_summary.php and for more information go to http://www.strengthsfinder.com. It is required that all staff understands and demonstrates daily usage of their own Strengths. Strengths are important to the successful operation of the organization and as such a combination of the following Strengths is preferred.</p>			
Primary Strengths Themes		Secondary Strengths Themes	
Achiever, Activator, Adaptability, Analytical, Arranger, Communication,	Competition, Consistency, Deliberative, Positivity, Responsibility	Belief, Command, Connectedness, Developer, Discipline, Focus,	Includer, Maximizer, Relator, Restorative, Self-Assurance, Significance
EDUCATION REQUIREMENTS			
<ul style="list-style-type: none"> – Bachelor’s degree from an accredited college or university or equivalent experience plus two years’ experience in workforce development, compliance reporting, auditing, or training and development. Areas of specialization in Training and Development, Business Administration/Management, Statistics, or closely related field. 			

STAFF (PRINT NAME)	
STAFF (SIGN)	Date
SUPERVISOR (PRINT NAME)	Title
SUPERVISOR (SIGN)	Date
DATE HIRED	