

**CLARION COUNTY
PROGRAM SPECIALIST
TRAINING/QUALITY ASSURANCE (CYS)**

POSITION: PROGRAM SPECIALIST- Training/Quality Assurance
Full-Time, 80 hours per pay

<input type="checkbox"/> External
<input checked="" type="checkbox"/> Internal

DEPARTMENT: Children and Youth Services, Clarion, PA

PAY GRADE: \$46,446.40 - \$57,096.40

POSTING DATE: Thursday, June 6, 2024

DEADLINE TO APPLY: Thursday, June 20, 2024, at 4:00 PM.

QUALIFICATIONS: Bachelor's degree in the social welfare field and 2 years of professional casework or human service experience.

HOW TO APPLY

A County application and copy of your transcripts are required to be considered for the advertised vacancy.

Applications are available at:

www.co.clarion.pa.us/how_do_i/apply_for/employment_opportunities/index.php

OVERALL OBJECTIVE OF JOB

To direct and coordinate training and quality assurance programs for Clarion County Children and Family System. This is professional work of an administrative nature involving program planning, administration, analysis, evaluation, monitoring, and coordination of County Children, Youth, and Families programs. Important aspects of the work include supervising the agency's contract monitoring of the direct services provider, serving as the agency's point person for Statewide CWIS, CAPS liaison, and in-house contact for information technology including reviewing and analyzing existing business process operations and recommending changes in operational methods to better utilize the CAPS system and other technology and for recommendations/requests to be included in the annual Needs-Based Plan and developing and providing the in-house training program for new staff and interns, serving as the contact for the agency with the PA Child Welfare Resource Center. Assignments are specialized in nature and limited to selected areas of operation and methods employed. Work is performed under the supervision of the Administrator of Clarion County.

ESSENTIAL FUNCTIONS OF JOB

1. Designs, implements, and evaluates staff development and quality assurance programs, policies, and procedures.
2. Develops, prepares, and maintains county training plans.
3. Coordinates the conduct of studies, needs assessments, and program evaluation.
4. Provides consultation and technical assistance to county administrative and supervisory staff regarding the assessment of training needs, the development and implementation of training programs, curriculum content, and methods and procedures necessary to improve the service delivery system.
5. Provides training to Children and Family System regarding child welfare policies and procedures, methods of intervention, and counseling to children and families.
6. Analyzes and determines agency training needs in coordination with the Training Specialist.

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7. Provides training and information to mandated reporters and other community resources as requested.
8. Interprets laws, regulations, policies, and procedures relevant to child welfare services.
9. Reviews and reads case records to ensure compliance with federal and state laws and regulations, as well as agency policy and procedures.
10. Performs mini-Quality Service Reviews by interviewing case members related to a case that is being evaluated.
11. Monitors agency compliance with federally required practice standards and associated measures.
12. Monitors the execution of professional development plans.
13. Prepares reports, correspondence and other materials as required.
14. Compiles and analyzes statistics and uses data to implement program improvement plans.
15. Provides County representation and participation on committees, conference calls, and work groups related to continuous quality improvement.
16. Attends required quality services reviewer training and serves as an alternate if necessary.
17. Provides technical assistance to participating review team members in the form of answering questions, secondary quality assurance on cases, and assisting review teams with the instrument and scoring of indicators.
18. Provide supervision and direction to the agency's Quality Assurance (QA). Review and analyze agency case review practices.
19. Review a sample of cases completed by the QA Coordinator to ensure quality of work – CPS, GPS, placement (both parent and child files), in-home, foster parent, IL, and adoption.
20. Gather and review data from the QA reviews to analyze quality of service provided and to identify areas for improving case practice – based on in-home providers, caseworkers, and combination of services.
21. Meet with QA Coordinator on a weekly basis
22. Supervise Social Service Aide
 - Ensure that Agency fleet is maintained, and mileage sheets are completed
 - Ensure that medical contacts are up to date
 - Meet with the Social Service Aide on a weekly basis or as needed.
23. Serve as agency liaison for information technology.
 - Serve on CWIS transition team.
 - Serve as point person for CAPS and attend Regional CAPS meetings.
 - Serve as in-house contact for agency and County IT staff.
 - Review business processes to identify areas for improving case practice as it relates to CAPS and other technology utilized by agency staff.
 - Meet with all agency supervisors to implement approved changes in business processes.
24. Review, monitor, and analyze IT services and budget expenditures to assist the agency director in preparing and submitting the annual budget requests.
25. Maintain updated knowledge of changes in requirements, regulations, and bulletins related to Information Technology as well as the Juvenile Act, CPSL and agency regulations.

OTHER DUTIES OF THE JOB

1. Serves as a County site lead for annual state quality services review by planning

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activities, coordinating, and developing participants' schedule, recruiting stakeholders, assembling data, identifying trends, etc.

2. Attends training, in-services, and meetings, as required.
3. Attends certification training as required under Act 151 of the Child Protective Services Law, Title 23 PA., CS & Chapter 6.
4. Attends 20 hours of mandatory training per year.
5. Performs other job-related work as required.

SUPERVISION EXERCISED

Supervises Quality Assurance Coordinator, Social Service Aid, and Fiscal Assistant.

SUPERVISION RECEIVED

General supervision is received from the Administrator of the Children and Families and is reviewed through conferences, reports and results attained.

WORKING CONDITIONS

1. Works indoors with adequate workspace and lighting, but with fluctuations in temperatures and ventilation.
2. Works with average indoor exposure to noise, but subject to frequent disruptions and stress.
3. Normal indoor exposure to dust/dirt at office; varies in client homes.
4. Works in conditions of potential outbursts or disruptive behavior of individuals.
5. Travels frequently during all seasons and is exposed to outdoor elements, including snow and icy roadways.
6. Works frequently outside the office and is exposed to above-average dust/dirt/odors and smoke.
7. Periodically works beyond normal work hours or on-call or on an as-needed basis.

PHYSICAL AND MENTAL CONDITIONS

1. Must possess the ability to record, convey and present information, explain procedures and follow instructions.
2. Must be able to sit and/or drive for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting, and reaching as necessary to carry out essential duties of job.
3. Dexterity requirements range from simple to coordinated movements of fingers/hands, feet/legs, torso necessary to carry out duties of job.
4. Sedentary work, with occasional lifting/carrying of objects with a maximum weight of ten pounds.
5. Must be able to cope with the physical and mental stress of the position.
6. Must be able to physically and mentally react quickly in the event of a disturbance or physical outbreak.
7. Must be able to pay close attention to details and concentrate on work.

QUALIFICATIONS

Bachelor's degree in the social welfare field and 2 years of professional casework or human service experience;

OR

Bachelor's degree in unrelated field that includes at least 12 credits in social welfare and 2 years of professional casework or human service;

OR

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Master's degree in the social welfare field;

OR

Any equivalent combination of experience and training.

Clearances:

- Must work in conjunction with employer to apply for Act 34 PA State Police Criminal History, Act 151 PA Child Abuse and FBI clearances prior to employment. All clearances must reflect acceptable results.
- Must not appear on Preclusion Lists as defined by "Pennsylvania's Medical Assistance Bulletin 99-11-05 Provider Screening of Employees and Contractors for Exclusion from Participating in Federal Healthcare Programs."

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

1. Must be able to speak and understand the English language in an understandable manner in order to carry out essential functions of job.
2. Must possess good communication and interpersonal skills.
3. Must possess initiative and problem-solving skills.
4. Must possess ability to function independently, have flexibility and the ability to work effectively with individuals, coworkers, and others.
5. Must possess ability to maintain confidentiality in regard to individual's information and records.
6. Must possess ability to utilize personal computers and other office equipment and to prepare required reports.
7. Must possess ability to make accurate observations and documentation of same in regard to individuals' needs.
8. Must possess academic knowledge and skill in promoting therapies, social service work, and skills with children, youth, and families.
9. Must possess knowledge of psychological, psychiatric, and medical reports.
10. Must possess ability to provide structured and unstructured life skills instructions and guidance to individuals.
11. Must possess the ability to express empathy and understanding to all individuals.
12. Must be able to interact effectively with children and youth, department staff, counselors, attorneys, and the courts.
13. Must have extensive knowledge of the judicial and court systems as it relates to youth services.
14. Must have the ability to provide technical and administrative guidance in regard to overall operation of the department's functions.
15. Must have knowledge of program, policies and procedures and the ability to present training seminars to staff, general public and other agencies as necessary.
16. Must possess critical thinking skills for developing, evaluating, and implementing quality assurance projects that measure outcomes aligned with federal, state, and local initiatives.
17. Must have the ability to understand the relationship between research, theory, and practice.
18. Must have the knowledge of evaluation design, reliability, validity, and data collection.
19. Must have the ability to conduct and prepare research data and effectively use it to drive system change and enhance service delivery.
20. Must have the ability to understand performance-based objectives.

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A County application and transcripts are required to be considered for the advertised vacancy. Applications are only accepted for positions in which we are actively recruiting. Applications received for positions not being advertised or general/blanket applications will be discarded.

Applications are available:

- *Online by visiting:*

www.co.clarion.pa.us/how_do_i/apply_for/employment_opportunities/index.php

- *In-Person by visiting the Clarion County Human Resource Office on the 2nd floor of the Administration Building located at 330 Main Street, Clarion, PA 16214*
- *By fax or e-mail. You must contact the Clarion County Human Resource Office by calling 814-226-4000 EXT 2909 to share your e-mail or fax number.*

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**WE ARE AN EQUAL OPPORTUNITY EMPLOYER
CLARION COUNTY IS A DRUG FREE WORKPLACE**

APPLICANTS WHO REQUIRE SPECIAL ACCOMMODATIONS DUE TO A DISABILITY SHOULD CONTACT THE HUMAN RESOURCES DEPARTMENT AT 814-226-4000 EXT 2909 FOR ASSISTANCE.