

Job Title	Quality Improvement Manager
PVN ID	VA-1802-002360
Category	Instruction and Social Service
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	Office of Academic Affairs
Status	Full Time
Annual Salary	\$80,000.00 - \$85,000.00
Hour(s) a Week	35
Closing Date	Sep 30, 2019 (Or Until Filled)

General Description

The New York Early Childhood Professional Development Institute is a fast-paced, dynamic public/private partnership that exists to drive the excellence of services designed for young children through research, policy, and practice. The ideal candidate will be a productive member of our team and will possess a genuine interest in furthering the work of the Institute.

The Quality Improvement Manager will play a key role in the implementation of QUALITYstarsNY, New York State's Quality Rating and Improvement System, one of the major projects coordinated by the Institute. QUALITYstarsNY is designed to assess, improve and communicate the quality of care in all types of early care and education programs.

The Quality Improvement Manager will work closely with the Project Director, and other project staff to implement the quality improvement component of QUALITYstarsNY participating programs throughout New York State. S/He will supervise a team of Quality Improvement Specialists and provide quality assurance as they engage programs in the quality improvement process at the site-level, including the allocation of quality improvement funds and scholarships. The goal of this work is to evaluate and improve the supports provided to participating programs as measured by key performance indicators, such as increased quality rating scores and star levels. The Quality Improvement Manager is responsible for building the capacity of the Quality Improvement Specialists through leadership, professional development and a range of supports to ensure their success in coaching the early childhood providers as they implement QUALITYstarsNY's innovative quality improvement strategies.

Other Duties

- Provide leadership in the design, implementation, and evaluation of the quality improvement component of QUALITYstarsNY. Collaborate with the Project Director and the project managers to develop and implement processes and procedures to strengthen the statewide infrastructure needed to support

comprehensive, systematic and integrated quality initiatives for early care and education programs.

- Supervise and coordinate the case management of the Quality Improvement Specialists, including support for the coaching model and the development of quality improvement plans with participating programs.
- Develop and implement quality control systems to ensure accountability for contract deliverables, including documentation of technical assistance events and allocation of quality improvement funds and scholarships. Collaborate with project managers to develop and ensure the coordination and alignment of staff operations, policies and procedures.
- Participate in hiring, onboarding and evaluating the Quality Improvement Specialists. Develop individualized professional development plans for the Quality Improvement Specialists, and conduct on-site observations with reflective feedback of their trainings and coaching events.
- Collaborate with the Project Director and the project managers in designing the database system, including the development of technical manuals for staff and programs.
- Collect and analyze data to inform, adjust and strengthen practices to be responsive to state and local priorities. Analyze data and other inputs to write technical reports describing progress toward project goals and outcomes.
- Engage in building relationships with key stakeholders, representing and promoting the work of QUALITYstarsNY at various engagements as needed

Qualifications

Minimum requirements for the position:

- A Master's Degree in early childhood education or a related field of study.
- The equivalent of 7+ years in a leadership role, with project or program management work experience in early childhood education or related field.
- The equivalent of 5+ years of experience providing coaching and technical assistance to early care and education programs.
- Strong managerial and supervisory skills to motivate the team to accomplish goals in an effective and timely manner.
- Ability to develop, implement and evaluate initiatives with complex and concurrent work streams.
- Excellent oral, written and presentation communication skills.
- Proficiency in Microsoft Office (Word, Excel and PowerPoint) and general fluency with various technology tools and platforms, including project management software.
- Training and Technical Assistance Professional (T-TAP) credential preferred, or ability to obtain the T-TAP credential within one year of hire.
- Ability to travel, including overnight.

In addition to meeting the minimum requirements, the Quality Improvement Manager position also calls for someone who possesses the following qualities:

- Flexible and innovative thinker.
- Strong relationship-building skills, including a sense of humor.
- Reflective nature to analyze data to inform and improve practices.
- Comfort with competing and changing priorities.
- Sound judgement and decision-making.

Salary: \$80,000.00 - 85,000.00

Please submit your cover letter and resume via the Research Foundation website.

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