



05/24

Community Action Partnership of Madera County

- JOB TITLE:** QUALITY ASSURANCE ASSOCIATE I / II / III
- DEPARTMENT:** Child Care Alternative Payment and Resource & Referral Program
- UNIT:** Alternative Payment Program
- REPORT TO:** Child Care Alternative Payment and Resource & Referral Program Manager
- SUPERVISE:** Family Services Associate I / II / III, Volunteers and Trainees
- COMPENSATION:** Range 21.0 / 22.5 / 24.0
- FLSA:** Full-time; Non-Exempt; may work evenings and overnight travel.
- JOB OVERVIEW:** This position is responsible for providing comprehensive quality control & technical assistance to Family Services Associates I/II/III and other departmental personnel; responsible for case management. Assists in meeting the terms & conditions of state and federal regulations for the Alternative Payment Program contracts.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, ability, core competencies, and/or physical required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and EXPERIENCE:

Quality Assurance Associate I

- High School Diploma or GED
- Three years' experience in Social Services, Family Education or a Health-related field with eligibility and case management responsibilities

Quality Assurance Associate II

- Associate's degree in Social Services or related field
- Two years' experience in Social Services, Family Education or a Health-related field with eligibility and case management responsibilities

Quality Assurance Associate III

- Bachelor's degree in Social Services or related field.
- Two years' experience in Social Services, Family Education or a Health-related

QUALITY ASSURANCE ASSOCIATE I / II / III

Page 2 of 8

field with eligibility and case management responsibilities

ABILITY TO:

- Read, speak, and write Spanish is required.
- Use Microsoft Outlook, Teams, 365 products.
- Work closely with immediate supervisor to ensure program compliance, timelines for reporting, and fraud investigation.
- Attend and relay training from various sessions as they apply to the program.
- Establish effective communication and maintain effective working relationships with staff and community members.
- Provide leadership to staff through motivation, team building and technical support.
- Be self-motivated with strong time management skills; be concerned about self-improvement and career development.
- Be able to relate well to all people of the community regardless of ethnic, racial, religious background or social-economic level.
- Communicate clearly and concisely in both verbal and written formats.
- Work effectively with individuals and groups.
- Exhibit excellent organizational skills.

KNOWLEDGE OF:

- Computer and database programs.
- General knowledge of principles, data processing, and record keeping skills.
- Thorough knowledge of general office practice, correspondence preparation, grammar, spelling and punctuation.
- Regulations as how they apply to program funding.
- Child care practices and procedures pertaining to providing care, parenting and child development education.
- Eligibility and Need requirements for Alternative Payment Program.
- Data and documentation requirements for reporting purposes.
- Licensing regulations for family day care, centers, and licensed exempt providers.
- Various social services are available throughout the community to assist families in need.

CORE COMPETENCIES:

- Customer Commitment – proactively seek to understand the needs of our customers and provide the highest standards of services.
- Dedication to Professionalism and Integrity – demonstrates and promotes fair, honest, professional, and ethical behaviors that establishes trust throughout the organization and with the communities we serve.
- Organizational Excellence – takes ownership for excellence through one's personal effectiveness and dedication to the continuous improvement of our programs and services.
- Success through Teamwork – collaborates and builds partnerships through trust and the open exchange of diverse ideas and perspectives to achieve organizational goals.

QUALITY ASSURANCE ASSOCIATE I / II / III

Page 3 of 8

GENERAL PHYSICAL REQUIREMENTS

- Exerting up to 15 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Able to maintain regular, punctual attendance consistent with the Americans with Disabilities Act (ADA), Family Medical Leave Act (FMLA), California Family Rights Act (CFRA) and other federal, state, and local standards.
- Able to perform the essential job functions consistent with the ADA, FMLA, CFRA and other federal, state and local standards.

MAJOR DUTIES & RESPONSIBILITIES:

LEADERSHIP

- Adheres to and applies the CAPMC mission, values, standards, policies and procedures.
- Attends mandatory new employee orientation/ mentor activities.
- Attends trainings, workshops, and classes to keep abreast of client engagement theories and practices.
- Engages and encourages personal and professional development.
- Ensures services are provided to all clients in a manner consistent with CAPMC mission, standards, values, and grant requirements.
- Identifies and resolves concerns and issues.
- Interacts with clients and their families in a culturally and socially sensitive way.
- Keeps apprised of developments and trends in the program's operation and be attentive to the changing or growing needs of the community.
- Keeps informed of current theories and practices in the field.
- Keeps informed of program terms, conditions, and eligibility changes.
- Maintains and ensures that staff and volunteers maintain the confidentiality of staff, parent, child, client, community, and agency information included in files, conversations, meetings, correspondence, or any other source.
- Makes recommendations for replacement, purchase, or repair of equipment.
- Models' professionalism for parents, children, clients, community, co-workers, and volunteers.
- Prepares and actively participates in staff meetings and committees.
- Promotes a team environment and teamwork.
- Reports and assists in reporting suspected child abuse in accordance with CAPMC child abuse reporting procedures.
- Represents CAPMC in the community in a professional and competent manner.
- Responsible for setting priorities and meeting deadlines.
- Shares information and knowledge with appropriate staff members.
- Works as a team member to support the functions and operations of the Department and the Agency.

ADMINISTRATION

- Works closely with Family Services Associates I/II/III, Volunteers, and Trainees to ensure that program's compliance issues are met.

QUALITY ASSURANCE ASSOCIATE I / II / III

Page 4 of 8

- Works closely with Family Services Associates I/II/III, Volunteers, and Trainees in designing training or program services for clients.

CASE MANAGEMENT

- Sets up family data file at initial certification and enters accurate data into childcare software program.
- Maintains family data file within Title 5 regulations with required documentation to determine ongoing eligibility and need for the Child Care & Development Division Programs.
- Performs childcare referral requests and family support in promoting quality childcare.
- Performs ongoing maintenance of family files.
- Conducts re-certification (e.g., Completes the Child Care & Development Division - Initial Confidential Application for Development Services and Certification of Eligibility forms, Notice of Action, Child Care Agreement and provides Due Process Brochure.
- Mediates between parent and provider concerns.
- Shares information regarding APP/R&R programs with individuals or refers to other community agencies or resources, as necessary.
- Performs activities to prevent fraud and abuse.
- Verifying providers' services and fees are within the Regional Market Rates for reimbursements.
- Maintains written record of substantiated parental complaints.
- Assists with audit preparation.

PARENT ENROLLMENT

- Reviews Stage 1 to Stage 2 referral packet and completes the required Nine (9) Data Clements Checklist. Reviews Stage 2 referral and completes the request for eligibility verification form. Ensures all documents are complete, accurate and legible.
- Communicates with clients regarding their application process and explains required documentation, *if needed*.
- Schedules appointments with CalWORKs clients to initiate pre/final enrollment into APP CalWORKs Stage 1 to Stage 2 and Stage 2 programs, *if needed*.
- Maintains initial data entry of all CalWORKs clients, *if needed*.
- Utilizes the childcare subsidy eligibility waitlist to contact families in need of services and initiates pre-enrollment process and completion, *if needed*.
- Establishes the parent/child's eligibility and needs according to State and Federal Funding guidelines.
- Explains parental choices of provider and legal licensing requirements of providers.
- Explains all policies and procedures of program as outlined in APP Parent & Provider Handbook of Written Policies.
- Completes the Child Care & Development Division - Initial Confidential Application for Development Services and Certification of Eligibility forms, Notice of Action, Child Care Agreement and provides Due Process Brochure.
- Documents income for 85% Income Ceiling for the Child Care & Development

QUALITY ASSURANCE ASSOCIATE I / II / III

Page 5 of 8

Division Programs.

- Documents needs for child care services (e.g., employment, self-employed, seeking employment, vocational training, educational program, seeking permanent housing, homelessness, and parental incapacity).
- Obtains necessary health information, such as child's immunization records and provides referrals for health and social services, *if applicable*.

PROVIDER ENROLLMENT

- Contacts provider to confirm parent enrollment.
- Communicates with provider through Child Care Agreement and/or Provider Notice of Action for any changes based on the parent/child certified need.
- Explains policies and procedures of program as outlined in APP Parent & Provider Handbook of Written Policies.
- Verifies current license status of providers.
- Ensures that License-Exempt Providers meet TrustLine requirements, and if needed, Health & Safety Certifications.

PAYMENT PROCESS

- Sends out attendance/invoice forms to providers.
- Collects all attendance/invoice forms from providers.
- Screens form for attendance verification of parents' contracted hours of care and signatures.
- Calculates provider payment based on child's current approved need and provider contract.
- Reviews invoice against parent and provider contract.
- Meets fiscal reporting timelines.
- Performs activities to prevent fraud and abuse.

QUALITY CONTROL

- Meets contract compliance established between CAPMC and contractors.
- Maintains required data/documentation from parents and providers.
- Monitors and reviews random samples of family files compiled by Family Services Associates I/II/III to ensure compliance with established need, eligibility and proper provider reimbursement.
- Monitors and reviews a random sample of Attendance Sheets monthly and prior to payment.
- Monitors and reviews child care provider files to ensure compliance.
- Meets fiscal reporting timelines.
- Conducts Peer Reviews.
- Collaborates with immediate supervisor to coordinate training and implement protocols/procedures as needed.

OTHER DUTIES:

- Adheres to the Americans with Disabilities Act of 1990 (ADA), which prohibits discriminatory actions toward any qualified individuals. Children with disabilities are enrolled in the classroom as mandated by federal and state laws.

QUALITY ASSURANCE ASSOCIATE I / II / III

Page 6 of 8

- Ensures strict compliance with universal precautions during work-related visits or when administering first aid.
- Other duties as assigned within scope of job classification.

LIMITS OF AUTHORITY

- Relative authority to maintain compliance with federal, state, and local laws as well as the Agency's policies and procedures.
- Relative authority to maintain compliance with program standards and the requirements of funding guidelines.
- Maintains close communication with the immediate supervisor to recommend a course of action and to receive directives on priorities.

OTHER REQUIREMENTS:

- Must be able to relate with all people of the community regardless of sexual, ethnic, racial, or religious background or socio-economic level.
- Must be dedicated to the goals and philosophy of CAPMC and Department.
- Must possess emotional maturity, stability, tactfulness, and the ability to provide professional leadership.
- Must have dependable insured transportation and a valid California Driver's License and acceptable driving record. A DMV printout and proof of insurance will be required. Mileage may be reimbursed subjected to CAPMC's policy.
- Must complete all background requirements: references, sex offender registry check, livescan checks, a pre-employment health and drug screen, acknowledgement of child abuse reporting responsibility, criminal record statement, and receive satisfactory clearance from all licensing and investigative authorities. Employment is contingent upon receiving clearances from appropriate authorities.
- Must use reasonable precautions in the performance of one's duties and adhere to all applicable safety rules and practices; and act in such a manner as to always ensure maximum safety for oneself, fellow employees, clients, and children.

PHYSICAL ACTIVITIES

- **Balancing:** Maintaining body equilibrium to prevent falling or tripping when walking, standing, or crouching on narrow, slippery, or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, stairs, and the like, using feet and legs and/or hands and arms. Hands and arms may be used for balance, such as holding a railing.
- **Crawling:** Moving about on hands and knees or hands and feet.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Driving:** Driving is the operation of a motorized passenger vehicle or other vehicles such as forklifts, golf carts, riding mowers.
- **Eye/Hand/Foot Coordination:** Performing work through using two or more body

QUALITY ASSURANCE ASSOCIATE I / II / III

Page 7 of 8

parts or other devices.

- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin, particularly that of fingertips.
- **Fine Manipulation:** Touching, picking, pinching, or otherwise working primarily with fingers rather than the whole hand or arm as in gross manipulation.
- **Foot or Leg Controls:** Use of one or both feet or legs to move controls on machinery or equipment. Control includes, and is not limited to, pedals, buttons, levers, or cranks.
- **Gross Manipulation:** Seizing, holding, grasping, turning, or otherwise working with the hand(s). It is often present when lifting involves the hands. Fingers are involved only to the extent that they are an extension of the hand to hold or operate a tool such as tin snips or scissors.
- **Hearing Requirements:** The ability to hear, understand, and distinguish speech and/or other sounds (e.g., machinery alarms, medical codes, or alarms). This includes in person speech, other remote speech, other sounds, telephone, video conference.
- **Keyboarding:** Entering text or data into a computer or other machine by means of a traditional keyboard. Traditional keyboard refers to a panel of keys used as the primary input device on a computer, typographic machine, or 10-Key numeric keypad.
- **Kneeling:** Bending legs at the knees to come to a rest on knee(s).
- **Lifting or Carrying:** Lifting is raising or lowering an object from one level to another. Lifting can include an upward pulling motion. Carrying is to transport an object – usually by holding it in the hands or arms or wearing it on the body.
- **Pushing or Pulling:** Pushing is exerting force upon an object so that the object moves away from the origin of the force. Pulling is exerting force upon an object so that the object moves toward the origin of the force. Pushing or pulling may involve use of hands or arms and/or feet or legs done with one side of the body or both sides.
- **Reaching at or below Shoulder Level:** Reaching at or below the shoulder is present when there is 'Reaching,' but it does not meet the threshold for 'Overhead.' 'Overhead' and 'At or Below the Shoulder Reaching' can be present in the same task.
- **Reaching Overhead -** Extending the arm(s) with the hand(s) higher than the head and one of these conditions exist: (1) A person bends the elbows, and the angle at the shoulders is about 90 degrees or more, or (2) A person keeps the elbow extended, and the angle at the shoulder is about 120 degrees or more.

QUALITY ASSURANCE ASSOCIATE I / II / III

Page 8 of 8

- Repetitive Motions: Making frequent on continuous movement.
- Alternate Standing/Sitting at Will: The ability to alternate between standing and sitting is present when the employee has the flexibility to choose between standing or sitting as needed.
- Sitting: Remaining in a seated position.
- Speaking: Expressing or exchanging ideas by means of the spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.
- Standing or Walking: Standing is to remain on one's feet in an upright position without moving about. Walking is to move about on foot.
- Stooping: Stooping is bending the body forward and down while bending the spine at the waist 45 degrees or more either over something below waist level or down towards an object on or near the ground.

VISUAL ACUITY

- Near Visual Acuity: Clarity of vision at approximately 20 inches or less (i.e., working with small objects or reading small print), including use of computers.
- Far Visual Acuity: Clarity of vision at 20 feet or more. This is not just the ability to see a person or object, but the ability to recognize features as well.
- Peripheral Vision: Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING CONDITIONS

- The worker is subject to both environmental conditions: Activities occur inside and outside.
- The worker may be exposed to infectious diseases.

To build a diverse workforce, CAPMC encourages applications from individuals with disabilities, minorities, veterans, and women. EEO/AA Employer.