



workforce
SOUTHWEST WASHINGTON

Quality Assurance Coordinator Job Posting

Workforce Southwest Washington (WSW) considers diversity, equity, and inclusion to be one of our core values. We are committed to providing and promoting a diverse and inclusive environment for all, giving each person the opportunity to succeed professionally. By doing so, we thrive as a company through diversity and the unique qualities and life experiences our employees bring to the workplace. WSW considers equal opportunity and non-discrimination to be fundamental to the mission and objectives of the organization. All staff hired at WSW are encouraged to embrace, continually support, and enhance social equity within our organization and in our community.

POSITION OVERVIEW

The position of Quality Assurance Coordinator is focused on developing, coordinating, and evaluating various workforce programming in SW Washington. This position will also perform specialized administrative work involving planning, research, development, implementation, and evaluation of specific workforce programs aimed at supporting job seekers through subcontracts and grants. The workforce development programs that WSW oversees are aimed at enriching people's lives and the economic strength of the Clark, Cowlitz, and Wahkiakum counties. This position will work under this mission and vision. This position reports to the Chief Operating Officer.

The Quality Assurance Coordinator embodies continuous improvement and has an intuition for identifying ways to improve all aspects of our work and making that happen directly and through the teamwork of others.

ESSENTIAL FUNCTIONS

1. Conduct case file and record review for compliance and identifies opportunities for improvement or corrective actions and to ensure contractual performance expectations are met.
2. Submit weekly Quality Assurance reports in a timely manner to the Chief Operating Officer and Director of Programs.
3. Present consistent feedback to management regarding areas that need improvement.
4. Review quality assurance standards, update, as necessary, existing program policies and procedures. Including assuring appropriate confidentiality of client records and data and maintain system integrity.
5. Oversee, in conjunction with other WSW Staff, the billing and management of WSW's Basic Food, Employment and Training (BFET) programming in SW Washington.

6. Regularly audit and monitor the local client Management Information Systems to ensure data entry standards are met and provides technical assistance to subcontractors when needed.
7. Support the Director of Programs by providing oversight, monitoring and technical assistance to assigned projects and contracts.
8. Provide technical assistance and advice in program areas to related subcontractors, advisory councils, commissions, and agencies, both private and public.
9. Work on a team under the leadership of the Chief Operating Officer to develop and implement processes and policies that align with the WSW Strategic Plan.
10. Collaborate with WSW Data Analyst to ensure accurate reporting of all WSW programs.
11. Other duties as assigned.

KNOWLEDGE AND SKILLS- Required

- 2 years' experience in data/project/QA management or relevant education.
- Excellent oral and written communication skills.
- Ability to gather, analyze, and interpret data to present ideas, conclusions, and factual data in clear and concise written and oral formats.
- Skilled in planning and prioritizing work effectively, working independently and with minimal supervision.
- Strong interpersonal skills and ability to work collaboratively with colleagues and partners.
- Skilled in effectively operating standard office equipment including personal computer and related software.

KNOWLEDGE AND SKILLS – Preferred

- Demonstrated success in working with complex databases including the development of desk aids and training materials.
- Highly motivated and actively contributes to a collaborative environment that engages and challenges fellow WSW team members in meeting organizational and personal goals.
- Ability to perform systems level thinking – to view issues holistically and the insight to see non-obvious connections between things while understanding why they behave in a certain way.
- Knowledge in federal or state funded programs, rules, and/or policies.

ADDITIONAL REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are in addition to the essential functions and required skills:

- The employee is required to be present in the workplace on a regular and reliable basis.
- Normal work hours are M-F 8:00 am to 5:00 pm; however, occasional evening and/or weekend assignments may occur.

WORK ENVIRONMENT

Work is performed at the WSW office in Vancouver and as needed at various sites throughout the three-county region of Southwest Washington State. During the COVID pandemic, WSW staff are working remotely from home. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

This position is non-exempt, full time and is eligible for a comprehensive benefits package. Pay scale is \$21.00 - \$24.00 with a comprehensive benefits package, paid time off, professional development opportunities, and domestic partner coverage. Hourly rate will be negotiated based on knowledge and experience.

APPLICATION INSTRUCTIONS

Send inquiries and all application requirements identified on the below checklist, ATTN: Amy Gimlin at info@workforcesw.org. No phone calls or drop-in visits, please.

Workforce Southwest Washington is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay 711.

Quality Assurance Coordinator Application Checklist

Please address the following in your application submission to Workforce Southwest Washington. All elements must be included to be considered for the position.

- Resume and cover letter addressing:
 - Name, phone number, and email address
 - Experience with any of the essential functions of the position
 - Ability to perform the requirements of the position
 - Most recent 5 years of work history
 - List all related education and experience including degrees or certification attained