



## Job Description

**Job Title:** Quality Improvement Specialist  
**Department:** Child Care Resource and Referral – Region V  
**Reports To:** Professional Development Team Supervisor  
**FLSA Status:** Exempt  
**OSHA Category:** Category 3

**Summary:** The primary function of this position is to have knowledge of licensing, registration, and Tier II and Tier III requirements. To perform marketing and outreach to childcare providers and consumers on quality improvement and ERS. To work on continuous quality improvement with childcare centers, family childcare facilities and family childcare homes, in order to apply for Tiered Reimbursement.

### Essential Duties and Responsibilities:

- Meet quarterly with Tiered Reimbursement/QRIS State Coordinator
- Participate on the professional development team and implement all team responsibilities
- Develop an individual professional development plan to reinforce knowledge, including but not limited to Tiered Reimbursement and QRIS
- Practice observation of most recent rating scales, such as ERS and CLASS with Division of Early Care and Education (ECE)
- Complete on-line training for rating scales: ITERS-R, ECERS-R, FACCERS, SACERS and CLASS
- Knowledgeable of NAEYC and NAFCC accreditation standards.
- Attend an annual national level early childhood conference or training institute related to continuous quality improvement
- Present professional development on Tiered Reimbursement and QRIS
- Provide telephone and on-site consultation to directors of centers, facilities and homes regarding Tiered Reimbursement
- Provide outreach to ECE programs to educate them on Tiered Reimbursement and quality improvement
- Provide community education to families about Tiered Reimbursement
- Communicate and get input from Licensing Specialists and Tiered Reimbursement
- Participate in recruitment efforts with centers, facilities, and homes in participation in Tiered Reimbursement
- Maintain a current calendar of professional development sessions, technical assistance visits, meeting and other scheduled activities
- Submit all monthly reports, as required

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- Adhere to the duties listed in the WV DoHS Child Care Resource and Referral Policy and Procedure Manual
- Participate in work groups, as assigned
- Refer all suspected cases of child abuse and neglect to the WV DoHS
- Participate in community outreach activities as assigned
- Maintain Confidentiality
- Perform other duties as assigned to enhance, improve, and accomplish the agency’s mission and strategic goals
- Collaborate with agency colleagues to reach agency goals and objectives
- Participate in agency committees as needed

**Supervisory Responsibilities:** This position does not have any supervisory responsibilities.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in a timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.
- Empathy – Values the feelings of others to ensure pleasant workplace relationships and customer satisfaction.
- Teamwork – Go above and beyond your essential task and collaborate with colleagues to achieve agency goals and results.

**Core Values**

To perform this job successfully, you must adhere to the agency’s core values:

- |                      |                 |
|----------------------|-----------------|
| • Empathy/Compassion | • Inclusiveness |
| • Teamwork           | • Considerate   |
| • Equality           | • Innovation    |
| • Respect            | • Ethics        |

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of the knowledge, skill and/or ability required. Some computer skills including knowledge of Microsoft Word, Excel and Power Point. Excellent telephone skills and ability to use office equipment. Must have good recall memory, organizational and listening skills.

**Education and/or Experience:**

Preferred Master’s Degree in early childhood/child development with one year professional experience in a management/leadership position in early childhood. Minimum of a Bachelor’s Degree in early childhood/child development with one year professional experience in

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management/leadership position in early childhood and two years of experience as an administrator of a Tier II/Tier III/NAEYC/NAFCC accredited early childhood program or upon written request a Bachelor's Degree in a related field with at least four years of experience as an administrator of a Tier II/Tier III/NAEYC/NAFCC accredited early childhood program.

Be well versed in National Association for the Education of Young Children (NAEYC) and National Association for Family Child Care (NAFCC) accreditation standards and have experience administrating various evaluation tools, such as Early Childhood Environment Rating Scales (ERS) and Program Administration Scale (PAS).

Must have valid West Virginia driver's license; clear criminal background and APS/CPS check. Must be bondable.

**Language Skills:**

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from, clients, customers, and the public.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand. The employee is frequently required to sit, reach, hear and talk. The employee may occasionally lift and/or move up to 50 pounds.

**Work Environment:**

The noise level in the work environment is usually quiet with the inside temperature in offices kept at a comfortable level of 70 degrees.

Frequent and extensive travel within the service delivery area is required. The employee may also be required to travel within and outside of the State of West Virginia. Nontraditional work hours may be required to meet contractual requirements.

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Employee Signature

Date

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