# Job Posting

<table>
<thead>
<tr>
<th>Job Title: Oversight Coordinator</th>
<th>Department/Program: Quality Management</th>
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<tbody>
<tr>
<td>Posting Date: 10/30/2017</td>
<td>FLSA Status: Non-exempt</td>
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<td>Pay Grade: 5</td>
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Submit Cover Letter and Resume to Careers@fssnf.org

**FSS Mission Statement**

The mission of Family Support Services of North Florida is to be the leader in providing safety, stability, and quality of life for all children by working with the community to strengthen the family unit.

**Organizational Expectations**

**Commitment** – As the lead Child Welfare Agency in North Florida FSS prides itself on our employees’ commitment to the agency and the children and families we serve. This is demonstrated by being available at a moment’s notice to assist clients regardless of the time of day. This is also demonstrated by employees’ commitment to maintain consistent attendance and punctuality. It is the expectation that the employee will remain in the current position for a minimum of one year.

**Professionalism** – Employees are expected to demonstrate professionalism in their appearance and demeanor when representing FSS at internal and external meetings, trainings, and events.

**Responsible Citizenship** – In keeping with our mission and values employees are encouraged to volunteer 15 hours per year to assist with FSS and FSS-sponsored events.

**Career Development** – FSS is committed to being a learning organization that supports employees in their pursuit of professional growth and career development. Therefore employees are highly encouraged to explore and broaden their knowledge and skill sets to achieve their career goals.

**Teamwork** – Putting the interests of FSS clients first is critical to the success of the organization. This requires all employees maintain consistent and timely communication, provide support to co-workers and colleagues and demonstrate the principles of teamwork.

**Customer Service** – As employees of the Lead Child Welfare Agency in North Florida FSS employees will demonstrate their commitment to providing our clients (internal/external) with consistent, meaningful and exceptional service.

**Job Summary:**

Work involves creating and implementing new and/or existing processes to enhance current services to children and families. Conduct regular reviews to ensure programs are being provided according to policy and procedure and the community is given the highest level of service from the Operations Departments (Licensing, Placement, Adoptions and Family Services/Independent Living) within FSS. Ensuring that the Operations Departments stay in compliance of all required procedures and contract requirements. Provide support, training, and technical assistance to assigned departments. Worker will assess and compile feedback on systemic barriers and facilitate discussion on overcoming the barriers with the goal of maintaining 100% compliance. Acts as primary liaison between departments and COU designee.

**Minimum Qualifications:**

<table>
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<tr>
<th>Education</th>
<th>Bachelor’s degree from an accredited college or university required. Master’s degree preferred.</th>
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<tbody>
<tr>
<td>Experience</td>
<td>Proven combination of education and experience which demonstrates the ability to lead, manage, enhance, and promote the assigned programs of the agency. Quality Management experience required. Two years of experience as a CPI or FSC may be substituted for Quality Management experience. Three years of responsible experience in monitoring and evaluating Child Welfare programs may be substituted for a Master’s degree.</td>
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**Minimum 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 and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Ability to:**
- Read and interpret documents such as contracts, manuals, journals, and financial reports.
- Adhere to detail.
- Communicate effectively with staff.
- Write reports and correspondence.
- Speak effectively before small and large groups.
- Calculate figures, amounts, and percentages.
- Solve problems and deal with a variety of variables with a minimum of direction.
- Interpret a variety of instructions furnished in written or oral form.

**Knowledge of:**
- Familiar with the target populations.
- Florida child welfare system.
- A working knowledge of computer applications including database software, Word, Excel, Power Point.

**Other Requirements**
- Clear a Level II background screening.
- Clear a reference check (professional and personal)
- Clear a local background check from the county in which you reside.
- Clear a substance abuse screen.
- Provide a copy of all degrees prior to your first day of employment.
- Clear a Motor Vehicles Records check.
- Provide proof of, and maintain a minimum personal auto liability insurance level $100,000/$300,000.
- Provide a copy of all certifications and degrees prior to your first day of employment.
- Clear an E-Verify check to substantiate that the successful candidate meets the Department of Homeland Security authorization requirements to work in the United States (for more information visit www.dhs.gov/e-verify).

**Licensure, Certification, and/or Registration**
- Valid driver’s license.

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<tr>
<th>Job Duties</th>
<th>% of Time</th>
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<tr>
<td>Monitor and track CFSR Program Improvement Plan activities.</td>
<td>30%</td>
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<tr>
<td>Conduct quality assurance reviews of FSFN reports and case files for compliance with adoption; independent living; and placement.</td>
<td>30%</td>
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<tr>
<td>Participate in statewide workgroups related to quality improvement projects for FSFN and other related subject matter.</td>
<td>10%</td>
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<tr>
<td>Gather and analyze diversion data to identify trends and recommend areas of improvement.</td>
<td>5%</td>
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<tr>
<td>Monitor and track Child Placement Agreements for sufficiency and compliance.</td>
<td>20%</td>
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<tr>
<td>Perform other duties as assigned.</td>
<td>5%</td>
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<td>100%</td>
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Supervisory/Decision Making Authority

The position does not require customary supervision and management of at least 2 or more full-time employees.

Two examples of the most common decisions made independently by this position on a regular basis without following prescribed procedures are as follows:

1. Determines if separated sibling documentation is compliant with methodology and program fidelity.
2. Ensure fidelity of EFC program through case review and oversight and determine what steps are needed to become compliant.

Contribution and Impact

Responsible for auditing the diversion program for assisting Operating Departments in achieving 100% compliance in all measures.

Strategic Value

This position is critical to the FSS goal of providing quality Operating services to the community.

PHYSICAL REQUIREMENTS:  (R=Required  P=Preferred)

Sitting  _R_ Standing  _P_ Walking  _P_ Lifting  __(Specify)  Carrying  ___  Kneeling  ___
Pushing/Pulling  _R_ Bending/Stooping  _R_ Climbing  ___  Reaching  _R_ Crawling/Crouching  ___
Grasping  _R_ Turning  _R_ Repetitive Motions  _R_ Color Recognition  _R_ Depth Perception  ___
Reading  _R_ Hearing  _R_ Other (describe)  ___

HAZARDS:  (X=Potential Exposure)

Proximity to moving mechanical parts  ___  Electrical current  ___
Toxic or caustic chemicals  ___  Radiation  ___  Biohazards (airborne or contact)  ____  Housekeeping and/or cleaning agents  _X__  Flammable, explosive gases  ____  Human-borne pathogens  ____
Other:  ___

SKILL REQUIREMENTS:  (R=Required  P=Preferred)

Drive motor vehicle  _R_ Prepare food  ____  Typing/Keyboard  _R_  Word processing software  _R_  Data base software  _R_  Spreadsheet software  _R_  Other software  _R_  Calculator  _R_  Operate office machines  _R_  (Fax, Copier)  Verbal communication (including telephone)  _R_  Written communication (including composition)  _R_  Public speaking/group presentations  _R_  Team-oriented and collaborative interpersonal relationships  _R_  Respectful client relationships  _R_  Client assessment and evaluation  _R_  Retrieve and compile information  _R_  Verify data  _R_  Maintain records  _R_  Organize and prioritize information  _R_  Analyze and interpret information  _R_  Investigate, evaluate and recommend action  _R_  Basic mathematical concepts (add, subtract, multiply, divide)  _R_  Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs)  _R_  Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics)  _R_  Reasoning and logic  _R_  Sensitivity to service population’s cultural and socioeconomic characteristics  _R_

FSSNF provides equal employment and advancement opportunity for all individuals without discrimination because of race, creed, color, gender, religion, age, national origin, disability, military status, marital status, or the other protected categories as defined by the EEOC and takes affirmative action in the implementation of this policy. If an accommodation is needed in order to participate in the application process, please contact the appropriate servicing human resources office.