JOB DESCRIPTION
QUALITY ASSURANCE COACH – Keller ISD

Classification: Full Time, 40+ hours
FLSA Status: Salary/Exempt
Department: Programs – Support
Reports To: QA Coordinator
Prepared By: Director of Programs
Prepared Date: July 2018
Approved By: CEO, Human Resources
Approved Date: July 2018

SUMMARY OF JOB RESPONSIBILITIES:
The role of the Quality Assurance Coach is to assess site performance and interactions in Clayton Youth Enrichment programs, and to coach/counsel Program staff to modify behavior and practices to facilitate a high level of program quality. The aim of the position is to:

- Train, coach and mentor staff in best practices and program quality expectations.
- Train and prepare training center coordinators and staff to mentor and teach new staff shadowing at their sites.
- Train pre-service and policy and procedure to new staff.
- Ensure leadership staff are trained in and comply with program objectives, performance standards, and policies.
- Perform site observation and evaluations.
- Monitor and evaluate a program’s overall success in implementing Clayton Youth Enrichment programming and social and emotional learning components.
- Evaluate and categorize sites in terms of quality and effectiveness to assign corrective action plans.
- Identify operational issues and suggest possible improvements.
- Provide learning and coaching opportunities to program teams, and work with supervisors to take corrective action if necessary.
- Analyze data to assist management to determine improvement goals at each program.
- Prepare reports and manage data as it relates to program performance, best practice and social and emotional learning activities.
- Assist in planning and coordinating feedback to promote ongoing communication.
- Assist in leading activities and data collection from sites involved in Clayton’s social and emotional learning pilot plans.
- Assist to recognize, document and take appropriate action of suspected child abuse and neglect, illness or accident when observed.
- Ensure that Quality Assurance is applied in an independent, objective and neutral manner.
- Model and teach social and emotional skills.
- Perform all other job responsibilities as assigned.
QUALIFICATIONS AND SKILLS:
- Ability to perform all job requirements satisfactorily and meet the Education/Experience, Personal Skills/Characteristics, Reasoning Ability, Physical Conditions, Work Environment and Environmental Conditions listed below.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.
- Strong written and verbal skills, including facilitation skills.
- Strong analytical skills, and ability to summarize data and results.
- Ability to receive and deliver feedback in a neutral way.
- Ability to make socially and emotionally mature decisions.
- Obtain current CPR and First Aid certification, along with other certifications as needed.

EDUCATION AND/OR EXPERIENCE:
- Must be at least 21 years of age
- Bachelor’s Degree in recreation, child development, education, or related field preferred.
- Experience with program evaluation and data management.
- Experience with adult learning and training.
- Knowledge of DFPS and state regulations for childcare operations.
- Three or more years of experience in child care, after school, or related field.
- Experience as Clayton Youth Enrichment Site Coordinator level or higher preferred.
- Experience supervising, coaching and mentoring others.
- Experience with social and emotional learning, mindfulness and soft skills.

PHYSICAL CONDITIONS:
- Requires daily standing, sitting, bending and stooping.
- Requires normal range of hearing and vision
- Requires the ability to lift 40 pounds
- Requires reliable transportation and the ability to travel and visit programs regularly.

WORK ENVIRONMENT:
- Ability to work odd schedules, including evenings and weekends when necessary.
- Local travel required.

ENVIRONMENTAL CONDITIONS:
- Noise level in the work environment is usually moderate.
- No or very limited exposure to physical risk.
- Potential exposure to childhood diseases.
This position description does not list all the duties of the job. Incumbent may be asked to perform other functions and duties. Incumbent will be evaluated in part based upon performance of the responsibilities in this job description.

Management has the right to revise this job description at any time. The job description is not a contract for employment. Incumbent or employer may terminate the employment relationship at any time for any reason.

Clayton Youth Enrichment is committed to providing equal employment, to all qualified applicants and staff regardless of race, race, color, gender, creed, religion, national origin, disability, economic status, sexual orientation, or any other classification protected by applicable federal or state laws. Clayton provides reasonable accommodation to applicants with disabilities, where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. To request a reasonable accommodation in response to a job announcement, contact the Human Resources Department via Email at HR2@ClaytonYouth.org or (817) 923-9888.