



## IMPACT Community Action Job Description

### **Title: Special Projects Coordinator (Quality Assurance) – AMP Program**

**Job Summary:** Completes data entry and maintains participant files for the program. Performs quality assurance process on files to ensure compliance with requirements. Plans, organizes, delivers, and evaluates training programs to staff on best practices, file maintenance, compliance, and reporting expectations.

**Reports to:** Program Manager – AMP Program

**Job Duties:** *Job Duties listed represent the major responsibilities for the job. Each specific position within a job title may require more specific duties, processes, skills, or assignments. Other duties are assigned on an as needed basis and may require additional skills and competencies.*

- Develops and prepares training plans to include lesson plans to achieve training objectives, strategies, aides and methods to support the training content.
- Schedules training room, equipment, and materials required to support training plan.
- Projects a professional and positive attitude when addressing conflicts and problems with constructive criticism.
- Prepares post training reports based on the evaluation to address changes training outcomes and recommends changes to the training content, strategies, physical setting, evaluation and transfer or training.
- Assist all participants in completing necessary classroom activities (i.e. OMJ, TABES, Certifications).
- Provides supervisor with a weekly task schedule.
- Participates in the development of programs and curricula to meet agency and department goals and objectives.
- Stays abreast of best practices training programs, methods, equipment that can be used to improve training outcomes.
- Enters data resulting from training, services, and internships provided to participants.
- Works with Case Managers to ensure all participants have completed all requirements of the program.
- Performs ongoing quality assurance process on participant's files to ensure compliance.
- Assists with employer relations responsibilities (i.e. enter timesheets from internships, assisting with worksite agreements, monitoring participants' hours)

### **Working Conditions and Physical Requirements:**

Standard office environment. Requires ability to sit, move about and operate telephone and personal computer for extended periods of time. Occasional travel.

**Competencies and Knowledge, Skills, and Abilities:**

- Integrity and Trust
- Action Oriented
- Drive for Results
- Interpersonal Savvy
- Decision Quality
- Problem Solving
- Detail Oriented
- Process Management
- Customer Services
- Time Management
- Innovation
- Verbal, Written, and Presentation Communication Skills
- Technical Skills (e.g., PC applications)
- Functional Knowledge and Skills – examples:
  - knowledge of human behavior, motivation, and personality
  - ability to evaluate and analyze needs of low-income population
  - knowledge of database applications and Microsoft office

**Minimum Education and Qualifications:**

BA/BS degree in education, human services, or related field or equivalent knowledge/experience or current student nearing completion

Must possess a valid Ohio Driver's license and/or reliable transportation. Must comply with agency's insurance carrier standards and policy.

*Preferred:* Experience in developing and delivering training curricula for adults. Experience in serving low-income populations.

**Equal Opportunity Statement:**

*IMPACT Community Action recognizes that a diverse workforce enhances the organization in many ways. We are committed to providing equal employment opportunities that foster diversity and meaningful experiences.*

*Created: May 2018*

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