

HEAD START QUALITY ASSURANCE MANAGER

DEFINITION: Under general direction, performs work of considerable difficulty involving the improvement of Navajo Head Start; ensures compliance through on going, consistent review, monitoring and follow up; ensures compliance with Head Start Performance Standards, and applicable local, state and federal regulations; develops, implements and maintains ongoing quality assurance and performance process to measure, evaluate and assure quality and performance according to Head Start Performance Standards; oversees administration and direction of the education content area; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Plans, organizes, directs and supervises quality assurance program activities and developments; establishes program priorities; develops and implements quality assurance and performance evaluation plan and system; develops monitoring and evaluation standards, instrument and procedures; monitors and evaluates program activities, system procedures, policies and procedures to ensure compliance and quality control; prepares reports of findings and provides systematic follow up; provides detailed reports which indicates areas of noncompliance and deficiencies according to applicable protocols and performance evaluation standards; issues timelines to correct noncompliance or deficiencies; issues follow up reports; performs mock reviews on all Head Start systems and reports findings to management; establishes program and service goals and objectives.

Advocates, facilitates and monitors the alignment of curriculum, instruction, assessment instruments and improvement of academic programs and the accomplishments of program goals and objectives; assists with curriculum and program staff to forecast, plan, coordinate, support and implement the Head Start program; participates in the planning and design of operations plan; establishes local program practices with parents and staff that support the effective implementation of the education content area; works to assure smooth transition of children into and out of Head Start/Early Head Start; formulates procedures to implement legislation; interprets local, state and federal educational rules and regulations; provides technical assistance and consultation at the national, federal, state levels on Head Start Performance Standards issues and needs.

Assigns and reviews work of staff; conducts performance appraisals; serves on committees, panels and advisory boards; develops materials and conducts workshops and presentations; participates in meetings and strategy sessions to stay informed of priorities, raise issues and provide feedback; attends chapter and community meetings to disseminate information; provides technical assistance and information to stakeholders; prepares and submits grant applications including supplemental grant for program improvements; prepares required reports administered by division and other tribal entities; writes proposals; researches areas for best practices and system improvements to be implemented by program; may perform special projects as assigned by the Assistant Superintendent.

KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

Knowledge of the principles and practices of educational administration and processes.
Knowledge of Navajo Nation, Head Start Performance Standards, federal, state and local laws, codes, regulation and guidelines governing aspects of tribal operations relative to program responsibilities.
Knowledge of budget and reporting systems, financial controls, program analysis and performance measures.

HEAD START QUALITY ASSURANCE MANAGER

Knowledge of quality improvement processes, protocols, changes and updates.
Knowledge of program operation activities, mission and client service requirements.
Skill in developing and analyzing program strategic plans, operating systems, procedures and controls, budget and forecasts.
Skill in developing and executing documents and reports, short and long term goals and objectives and program performance measures.
Skill in managing staff and complex internal relationships, maintaining open communication and effective working relationships.
Skill in providing advice and direction to subordinate manager, supervisors and staff.
Skill in the collection, analysis and evaluation of information to arrive at sound conclusions and recommendations.
Skill in researching, compiling and preparing reports and related information.
Skill in oral and written communications; making presentations and providing training.
Ability to analyze complex procedures and systems and develop problem solving strategies.
Ability to supervise and carry out the analysis and preparation of reports and budgets.
Ability to handle highly stressful and sensitive situations in a professional manner.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical effort in an office setting.

MINIMUM QUALIFICATIONS: A Bachelor's degree in Early Childhood Education, Elementary, Secondary Education, Organizational Development or a closely related field; and six (6) years of work experience in the educational field including classroom teaching or quality assurance delivery systems, three (3) years of which must have been in a supervisory capacity; OR a Master's degree in Early Childhood Education, Elementary, Secondary Education, Organizational Development or a closely related field; and four (4) years of work experience in the educational field including classroom teaching or quality assurance delivery systems, two (2) years of which must have been in a supervisory capacity; OR an Associate's degree with a minimum of 30 credit hours toward a Bachelor's degree in Early Childhood Education, Elementary, Secondary Education, Organizational Development or a closely related field; and eight (8) years of work experience in the educational field including classroom teaching or quality assurance delivery systems, four (4) years of which must have been in a supervisory capacity.

SPECIAL REQUIREMENTS: Must pass a criminal background check, fingerprinting and employee assessment prior to date of hire; and must possess a valid state driver's license. Within 90 days of employment must obtain a physical examination, a First Aid Certificate, a Cardiopulmonary Resuscitation (CPR) Certificate and a Navajo Nation Vehicle Operator's Permit.

Depending on the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.