



POSITION DESCRIPTION

DATE ISSUED:	November 21, 2024
JOB TITLE:	Quality Improvement Coach
REPORTS TO:	WOM Resource Center Director

POSITION PURPOSE: Responsible for supporting all Licensed and License Exempt providers in all aspects of Michigan’s Great Start Quality Rating and Improvement System (TQRIS). Responsible for outreach to providers, encouraging participation in GSQ, and assisting in the application and completion of the Self-Reflection. QI Coaches will also implement quality improvement consultation, monitor performance, and ensure compliance with any terms and agreements related to the GSQ project. Also represents the WOM Resource Center and the Great Start to Quality work in Wayne, Oakland, and Macomb communities at meetings and conventions as requested by the Director.

ESSENTIAL FUNCTIONS

1. Meet all determined targets and performance metrics as required by the WOM Resource Center’s funding sources as outlined in the contract Scope of Work.
2. Follow all protocols issued by the state in compliance with federal regulations.
3. Maintain a caseload determined by the Director and needs of the community.
4. Implement quality improvement consultation, coaching, and outreach to providers serving children with the highest needs: infant toddlers, GRSP, home-based providers, and other targets determined by state metrics.
5. Maintain regular touchpoints monthly with providers face-to-face and/or virtually at the provider’s place of business, or an alternative location determined by the QI Coach and Provider.
6. Maintains a working knowledge of Michigan’s TQIRS including components, platforms, state-approved curriculums, screenings, and assessment tools to implement model fidelity.
7. Connects providers to the agency’s professional development trainings, CDA training/program, and opportunities posted on the MI Registry.
8. Enter data in all required fields and platforms, with fidelity, to track and record interactions with providers on their caseload within the required timelines.
9. Plan and execute meetings and conferences for provider subgroups as approved by the Director.
10. Ensure required reports and data are collected and entered by the requested deadlines. Submit all required reports in a timely and complete manner adhering to all deadlines.
11. Represent the work at internal and external meetings as assigned.
12. Assure workshop setting and materials necessary for implementation are ready and available for use.
13. Participate in continued professional development throughout employment and continually upgrade skills, knowledge of current trends, and best practices in the

- fields of childcare, child development, and adult education. Participate in all mandatory trainings.
14. Abides by the agency policies, procedures, contracts, rules, and regulations.
 15. Other duties as assigned.

REPORTING and WORKING RELATIONSHIPS

- Reports to Wayne Oakland Macomb Resource Center Director
- Member of the WOM RC Team Collaborates with ECE and CDA Teams

MINIMUM QUALIFICATIONS

1. College degree preferred; CDA or associate degree with experience in early childhood education accepted. Must possess strong verbal and written skills
2. Ability to prioritize tasks and manage multiple tasks and possess excellent time management, commitment to accuracy, and must be detail-oriented.
3. Must be familiar with the State's rating system, Work Life system, Mi Registry, and Microsoft suite.
4. Committed to working in an environment with a variety of cultural and ethnic backgrounds including race, gender, age, ethnicity, skill level, and sexual orientation

PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS

1. This position operates remotely and in an office environment. The office area is well-lit, temperature-controlled, and free from hazards and barriers. Manual dexterity is needed to operate a computer keyboard and copy machine. This is a fast-paced position in which concentration is required. There are frequent interruptions and numerous deadlines. The Quality Improvement Coach communicates frequently in person, through Zoom, and over the phone, and therefore, verbal and hearing skills are needed for extensive telephone, Zoom, and in-person communication. Completion of work requires some lifting, reaching, and kneeling, usually involving binders, files, and small boxes. Additional hours, including occasional evenings and weekends, may be required at certain times to meet deadlines.
2. Must be able to adapt to frequently changing work priorities and be able to prioritize and balance the requirements of working with the agency and community.
3. Must be able to travel to various agency and community locations as required.

The above statements are intended to describe the general nature and level of work performed by the person assigned to this classification. They are not to be construed as an exhaustive list of duties assigned.

Send resumes to: resumes@leapsnbounds.org

The position is full-time, includes in-person and remote work, a full benefit package, and must have reliable transportation.