



Lorain County Domestic Relations Court

Position Description

Classification Title:

FLSA Status: Non-exempt
 Exemption Type: N/A
 Civil Service Status: Unclassified

Quality Assurance Manager

Employment Status: Full-time
 Reports To: Court Administrator
 Division: Administration

DISTINGUISHING JOB CHARACTERISTICS

Responsible for the monitoring and evaluation of court practices and programs. Ensures program fidelity by measuring utilization of program model services and tools. Collects and interprets statistical data on filings, case activity, contact standards and outcomes. Produces quarterly and annual reports to state agencies and systems partners. Strong analytical and problem-solving skills with the ability to work independently, manage priorities, and meet deadlines.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.

Develops and implements quality assurance standards, practices, and policies. Conducts routine audits of court programming, quality of work, and delivery of services to the public to ensure compliance with state, federal, and local mandates, and best practice standards.

Maintains updated cumulative records of program statistics to identify program strengths, needs, and challenges to promote growth and sustainability. Provides support, constructive feedback, and coaching regarding program statistics to Supervisors, Directors, and staff members and develops quality improvement plans when necessary.

Oversees the collection and analysis of data for internal quality assurance benchmarks, including, but not limited to; Ohio Administrative Code standards for juvenile detention facilities, probation records, case plan development and reviews, OYAS compliance and quality assurance, family visits, and other general operating standards.

Analyzes, evaluates, implements, and provides reports on evidence-based programs for Court-involved youth. Evaluates outcomes and recidivism of youth referred to Diversion and Probation Services to ensure congruence between risk level, racial and ethnic disparity, and needs of youth and family.

Completes reporting requirements for JDAI and Ohio Probation Transformation. Creates quarterly and annual reports for Court-involved youth, distributing the findings and any recommendations.

Creates and maintains MS Excel dashboards, databases, and live analysis reports for information management. Exports data to create charts and graphs to present program and Court statistics. Experience with PivotTables, VLOOKUP, INDEX / MATCH, and data tables.

Assures quality programming through monitoring/auditing of provider agencies while maintaining impartiality and neutrality throughout the audit process. Oversees contract compliance and site visits of contracted and Court-based services, including review and approval of all records, statistics, and case documentation.

Assists Administration with evaluation of caseflow and workflow management by evaluating and providing feedback and suggestions. Confers with Judges, Administration, and Directors to develop statistical reports and provide data to inform policy decisions. Assists Administration with the development and dissemination of new policies and procedures.

Requires strong technical, logical, and reasoning skills along with clear and effective verbal and written communication skills for technical and non-technical staff.

Consistently meets deadlines. Completes work in a timely, consistent manner and is committed to being available during regular business hours to further organizational goals. Maintains flexibility in work hours to accommodate the Court's needs on an emergency or as needed basis, in person or by phone.

Maintains a professional and polite disposition when working with court staff, agency representatives, youth and families, and elected officials and their staff. Stays calm and even-tempered when handling stressful situations, continuous change, or unexpected developments. Works effectively in a team environment to accomplish organizational goals.

Demonstrates regular and punctual attendance and arrives prepared to work; must be awake and alert at all times; meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

OTHER DUTIES AND RESPONSIBILITIES

Assists in the collection of research and information for special projects and audits. Attends staff meetings and trainings as directed. Communicates with youth, families, and providers to ensure services are being delivered in a timely and effective manner. Attends State meetings regarding quality assurance methods to ensure the Court has updated information on practice.

May be required to provide training on evidence-based practices and risk assessments.

SCOPE OF SUPERVISION

None

EQUIPMENT OPERATED

Computer; scanner; printer; telephone, copier, fax machine, and other general office equipment.

CONTACTS WITH OTHERS

Outside and inside contacts requiring a high degree of diplomacy and the ability to deal with and influence persons in all types of positions. Regular contact with staff members to discuss case outcomes, evaluations, assessment, and best practice methods. Discussions with service providers regarding quality of services. Discussions with youth and families regarding program effectiveness and quality of contacts. General contact with Magistrates and Judges regarding interventions and caseflow management.

CONFIDENTIAL DATA

Ability to maintain confidentiality and exercise extreme discretion. Work involves general access to non-public record organizational reports, records, plans and programs where considerable integrity is required to adequately safeguard the Court's relationship with the public.

WORKING CONDITIONS

Works in potentially high-intensity situations involving supervisors and staff that may require behavior management and de-escalation techniques. Work is subject to frequent interruptions and constant reprioritization of work activities with a moderate to high degree of stress. Occasional exposure to noise, dust, heat, or other disagreeable elements, but none continuously present

USUAL PHYSICAL DEMANDS

The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may need to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA disability.

While performing duties of this job, the employee frequently sits for extended periods of time, and occasionally stands and walks. Employee will physically lift or move items weighing less than 10 pounds on an occasional basis. Employee converses with others in person and by telephone. Vision demands include concentrated mental and visual coordination when using a computer screen, requiring close focus, usually more than 50% of the time. Sometimes requires rapid and precise manual dexterity or eye/hand coordination.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Quality Assurance methodologies including statistical analysis and sampling techniques., best practices, juvenile justice system processes, criminal justice system, Ohio Revised Code, best practice and evidence-based methods of services, community resources, state, federal and local grant requirements. Standard English grammar, spelling and punctuation and ability to complete required reports. Complete knowledge of all computerized systems for data management, communication, and documentation with an emphasis on Microsoft Excel.

Ability to: effectively provide critical feedback to staff regarding practice methods, research-based findings and other performance improvement ideas. Stay updated on best practice and evidence-based methods of services to ensure the Court is effectively meeting the needs of the public. Ability to take initiative, to maintain confidentiality, to meet deadlines, and to work in a team environment. Demonstrate sensitivity to professional ethics, gender, cultural diversities and disabilities. Ability to exercise patience, objectivity, maturity, effectiveness under stress, initiative and adaptability. Ability to relate and communicate effectively with youth and parents; model appropriate interpersonal action skills for youth; ability to recognize when further direction and/or assistance is needed; ability to recognize boundaries between job duties and authority. Maintain confidentiality of confidential and sensitive information; establish workload priorities. Utilize a variety of references including descriptive and advisory data, statutes, policy and procedures, guidelines and routine and non-routine correspondence. Exercise sound

judgment, make informed decisions, apply common sense, carry out instructions and independently problem solve situations that arise and require immediate resolution.

Skill in: Strong technical, logical, analytical, and problem-solving skills with clear and effective verbal and written communication skills for technical and non-technical staff. Operation of computer, application of departmental software programs and other general office equipment, spreadsheets and databases, preparation, and analysis of technical reports. Skill in analyzing and importing/exporting data in a statistical and graphical format. Quality assurance/control methods, principles and practices including statistical analysis and sampling techniques. Retrieving data from Court’s Case Management System. Microsoft Word, Excel, Access and PowerPoint and the ability to analyze data and present statistics in graphical format.

QUALIFICATIONS

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities. An example of an acceptable qualification is a bachelor’s degree in Statistics, Business Administration, Quality Assurance, Criminal Justice or related field from an accredited college or university, with 5 or more years of relevant work experience.

Previous experience in Quality Assurance or Continuous Quality Improvement is a plus. Demonstrable understanding of court programs and skill in diagnosing areas of practice in need of improvement.

Ability to document identity and employment eligibility within three (3) days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act requirements.

Possession of a valid Ohio driver’s license and a demonstrated safe driving record. Must be eligible to drive under the county commissioner’s Driver/ Vehicle Risk Reduction Program.

LICENSURE OR CERTIFICATION REQUIREMENTS

State Motor Vehicle Operators License and proof of insurance.

May be required to obtain and maintain Carey Guide and Ohio Youth Assessment Screening Trainer certification.

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

MANAGEMENT APPROVAL

_____ /_____/_____
Authorized Court Management Representative **Date**

EMPLOYEE UNDERSTANDING

_____ /_____/_____
Employee **Date**