

Job Description- Paths to QUALITY™ (PTQ) Ratings Director

Job Summary

The PTQ Ratings Director is responsible for all aspects of managing the day-to-day operations of the PTQ program.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide leadership and supervision to all PTQ staff
- Be able to perform all functions of a PTQ Rater
- Serve as liaison with the Office of Early Care and Out of School Learning (OECOSL)
- Prepare and submit reports and work plans to the OESOSL in a comprehensive, accurate and timely fashion based on contractual timelines
- Develop and maintain effective work relationships with OECOSL, clients, consumers/constituents, referral sources, vendors, community groups
- Interface with OECOSL, and other stakeholders as necessary by participation in checklist, software and policy meetings
- Participate in all State, provider or member meetings as requested by OECOSL
- Coordinate modification of all PTQ Rater policy, procedures, forms and other related activities with the State as necessary
- Update Rater PTQ Policy and Procedures Manual and associated material
- Create and executing PTQ quality assurance and continuous improvement including inter-rater reliability, data management, professional development, and customer satisfaction.
- Develop and maintain effective work relationships with staff/team members and other departments
- Review, evaluate and monitoring contract compliance through an effective internal quality control system and a continuous quality improvement approach
- Evaluate job performance of assigned employees
- Provide on-going training to staff
- Hire and discipline employees as needed
- Evaluate progress toward team goals
- Review and monitor program metrics
- Ensure compliance with all aspects of quality assurance of the PTQ contract

Competencies

- *Acts as a Change Agent*

- *Delivers Results*
- *Builds Strong Interpersonal Relationships*
- *Develops Self and Others*
- *Acts with Professionalism and Integrity*
- *Accepts Accountability*
- *Displays a High Level of Commitment*
- *Communicates Effectively*
- *Takes Initiative*
- *Inspires a Shared Vision*

Supervisory Responsibility

This position has supervisory responsibility. Generally between 6-10 direct reports.

Work Environment

This job operates as a remote employee.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; stand; walk; use hands to touch, handle or feel; and reach with hands and arms.

Position Type/Expected Hours of Work

Some flexibility in hours is allowed, but the employee must be available during the “core” work hours of 8:0 a.m. to 5:00 p.m. and must work 40 hours each week to maintain full-time status. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is expected for this position.

Required Education, Experience, and Skills

- Bachelor’s Degree or experience equivalency
- 7+ years of experience in the field or related area
- Familiar with the field’s concepts, practices, and procedures

Preferred Education, Experience, and Skills

- Relevant Certifications

Additional Eligibility Qualifications

None required for this position.

Work Authorization/Security Clearance

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. Background checks- criminal, civil, employment, and education required. Drug screening in compliance with drug free workplace standards.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

TCC Software Solutions is an "Equal Opportunity Employer," and prohibits, in all employment – related practices and decisions, discrimination, harassment or prejudicial treatment against any person based on race, color, religion, national or ethnic origin, gender, pregnancy, childbirth, pregnancy related conditions, age, disability, veteran status, or otherwise as provided by federal, state or local law.

Signatures

This job description has been approved by all levels of management:

Manager _____ Date: _____

HR _____ Date: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____