**Quality Assurance Supervisor**

**Evidence-Based Practice**

**Job Description Template**

**Position Summary**

A Quality Assurance Supervisor is a highly responsible, professional position within the Juvenile Probation Department. The Quality Assurance Supervisor will be directly responsible for the ongoing implementation, evaluation, and oversight of the Juvenile Justice System Enhancement Strategy (JJSES) initiatives and the overall quality assurance for departmental, operational, and Court practices. The position will collaborate with line staff, supervisors, management, administrators, and other stakeholders to evaluate fidelity to best practices and promote sustainability of all duties and initiatives. This position requires a firm understanding of the Juvenile Act, Juvenile Rules of Court Procedure, and an understanding of fiscal structures within the juvenile justice system.

In performance of these duties and responsibilities a Quality Assurance Supervisor does not discriminate on the basis of race, color, national or ethnic origin, age, religion, gender, gender identity and expression, sexual orientation, disability, or marital status, and demonstrates cultural competence. In order to adequately perform these duties and responsibilities, a Quality Assurance supervisor needs to possess, develop, and continually refine the following knowledge, skills, and abilities.

**Knowledge, Skills, and Abilities**

**I. Leadership**

* Demonstrates an ability to evaluate all JJSES initiatives, with focus upon fidelity, and assist in developing internal continuous Quality Improvement policies and best practices.
* Demonstrates an ability to develop and review internal policies related to evidence-based practices and implementation to ensure consistency and fidelity to recommended practices. Ensures that policies related to evidence-based practices are completed and updated at least once a year.
* Works with direct line supervisors in planning, assigning, and reviewing the work of lower-level service personnel providing treatment, supervision, and rehabilitation services to juveniles under probation supervision.
* Assist supervisory staff with gathering any information needed for yearly appraisals as it pertains to the probation officer’s participation in trainings and booster trainings, as well as any relevant proficiency data, if included in said appraisal.
* Demonstrates commitment to the department’s vision and mission, and an ability to develop a mental image of the ideal organization based on that vision and mission.
* Demonstrates personal integrity and abides by the Code of Conduct.

**II. Advances Continuous Quality Improvement of Evidence-Based Practice**

* Coordinates, schedules, and conducts training within the department as it relates to EBP. Establish yearly timeline for various boosters, trainings, coding etc.
* Responsible for and/or assists with the implementation of booster practices for all JJSES activities, in coordination with other coaches, master trainers, etc when appropriate.
* Assists with connecting the various evidence-based practices into the booster process, when appropriate.
* Helps to assess training needs and working with various MT/Coaches to develop agenda and training materials. Ensures that booster trainings are done twice a year.
* Collects and tracks data from booster trainings to be utilized to enhance future training needs.
* Evaluates and monitors the services offered to juvenile offenders and their families by all department Juvenile Probation Officers. Makes recommendations for improvement.

**III. Communication**

* Demonstrates ability to communicate and provide relevant information, including data information, to the Chief or his/her designated person.
* Develop trainings for stakeholders as it pertains to JJSES and evidence-based practices.
* Utilizes effective interpersonal skills, including the ability to present information and respond to questions from the Juvenile Court, County officials, colleagues, law enforcement and other agencies, the media, the public, and vendors.
* Demonstrates cultural competency, by leading, communicating, and working effectively with people of all skills, genders, and racial and ethnic backgrounds.
* Communicates effectively, orally and in writing, and demonstrates good listening skills.

**IV. Coaching**

* Demonstrates skills to coach and guide staff to fully utilize their skills and talents consistent with the mission and goals of balanced and restorative justice, and evidence-based practices.
* Provides opportunities for professional development of staff through the implementation of new trainings or booster trainings.
* Demonstrates the ability and willingness to work with others as team player.
* Provides constructive feedback, coaching, and mentoring as it relates to the fidelity and performances of various JJSES activities.

**V. Critical Thinking**

* Understands budgetary requirements and fiscal implications to manage staff responsibilities and department resources efficiently and effectively.
* Evaluates the effectiveness of the implementation of JJSES practices and advocates for changes when data indicates less than desired performance.

**VI. Use of Data, Tools, and Technology**

* Demonstrates an ability to design, manage, and interpret information/data collection systems to monitor and evaluate staff and department performance, including but not limited to, PaJCMS, JEMS, PaJCMS reports, JEMS reports, and dashboard tools.
* Demonstrates an ability to analyze data and identify trends regarding the effectiveness of juvenile justice programs, policies, and practices.
* Demonstrates an ability to identify gaps in JJSES-specific data collection processes and make recommendations to create tools, mechanisms, and procedures that reflect department -specific business practices.
* Analyzes data from training/booster trainings and CQI activities to make future decisions on policy, practices, and implementation of JJSES activities.
* Monitors fidelity of data entry practices and processes and makes recommendations to remediate identified issues.
* Demonstrates an ability to utilize common software packages such as Microsoft Word, Excel, and PowerPoint.

**Examples of Work Performed –**

**YLS and Case Planning**

* Assists with delivery of the statewide YLS and Case Planning boosters.
* Assists with proficiency data tracking and analysis by utilizing various reports in JCMS.
* Conduct periodic observations of the YLS being completed.
* Assist supervisors with court observations to ensure that the risk/needs- YLS and Case Plan- service matching- are addressed as per policy.
* Implements inter-rater reliability process within the department to assess the fidelity of the tool.

**Motivational Interviewing**

* Utilizes coding to assess proficiency with MI skills and provides written feedback for improvement.

**Graduated Responses**

* Ensures information is entered into JCMS and data is reviewed and analyzed.
* Monitors the use of sanctions and incentives.

**Behavioral Health Screenings**

* Monitors the implementation of the MAYSI~2 or identified trauma screening tool.
* Review data points from tools to determine potential service gaps or needs.
* Tracks and analyzes data related to the use of the screenings.

**PA Detention Risk Assessment Instrument**

* Reviews PaDRAI assessments for accuracy and completion according to policy.
* Reviews data related to this tool including outcomes and evaluates trends and adherence to policy.
* Complete inter-rater reliability process with PaDRAI assessments.

**EPICS**

* Coordinate and implement the timing of tape submission and coding to ensure proficiency.
* Assist with collecting data from EPICS coding forms to determine areas of need.

**Evidence/Cognitive Based Tools**

* May assist or lead the oversight of departments use of evidence-based curricula such as the Carey Guides, BITS, Forward Thinking Journals, etc.
* Monitors tracking of utilization of tools through the Service Module of JCMS.

**Education, Experience, Certifications, and Professional Development**

* Minimum requirement for employment as a quality assurance supervisor is a bachelor’s degree, with a background of at least 18 credits in the behavioral or social sciences from an accredited college or university.  Provisions for exception to this standard through participation in an exceptional person process may be provided consistent with Juvenile Court Judges’ Commissions’ juvenile probation officer’s employment qualifications.
* Minimum of two years of progressively responsible work within juvenile probation or another child serving agency.
* Prior to employment will be required to obtain and keep current Child Abuse Clearance, and Pennsylvania State Police and Federal Bureau of Investigation Criminal Background Checks.
* Required to maintain a valid Pennsylvania driver’s license.
* Complete a minimum of 40 hours of annual professional development as required by the Juvenile Court Judges’ Commission/Center for Juvenile Justice Training & Research Training Policy.