



Job Description Template

Job Title: Quality Assurance Advisor	Reports to: Director of Quality Assurance
FLSA Status: FT; Exempt	Aligned Executive: Vice President & Chief Program Officer
Kipuka: Lili'uonamoku	Department: Social Services

Job Purpose

The Quality Assurance Advisor supports ongoing efforts to ensure quality assurance of practice, policy and procedures designed to achieve positive outcomes for kamali'i and ohana served by the Trust. These efforts will support Social Services, Youth Development and Kipuka Services to ensure safety, cultural, social and emotional well-being as defined by the mission and values of the Trust.

Essential Responsibilities

In partnership with Social Services leadership team and Kipuka, identifies and implements practice and program initiatives that best serve kamali'i and `ohana within regions of the state that reflect the mission, vision and values of the Trust.

- Designs, develops, and implements continuous quality improvement (CQI) initiatives for Social Services and Youth Development to ensure high quality programming that meets LT Standards for Administration, Youth Development and Program Practices.
- Design, develop, implement and monitor quality assurance and compliance review processes that utilize both qualitative and quantitative data collection and analysis to improve planning and implementation of services.
- Provide expert technical assistance and coaching to Kipuka staff on practice and program improvement, information management, and data collection in alignment with CQI development and implementation.
- Work across all LT departments and programs to ensure and inform alignment of training and continuous quality improvement (CQI) with organizational policy, procedure, and practice.
- Support the development and implementation of blended curriculum of instructor-led, eLearning, and distance learning that enhances and strengthens professional development and improves staff skills and competencies related to the delivery of best practice in clinical and cultural interventions for kamali'i and `ohana. Partner with Organizational Development to ensure alignment across the organization.
- Collaborate with internal stakeholders to identify program design needs and learning objectives and create job aids, handouts.
- Support the coordination of staff receiving continuing education credits (CEU's) in conjunction with organizationally-sponsored training, where pertinent.
- Support coordination of Practicum Placement for students in collaboration with Kipuka, involving student screening and orientation, supporting Practicum Instructors at Kipuka, and ensuring communication with referring entities.
- Ensure ongoing maintenance of infrastructure that supports continuous quality improvement planning and practice improvement activities in conjunction with Constituent Management System, Research and Development tools, yearly planning and budgeting.
- Work as a member of the Social Services Team to support best practices by serving on strategic and tactical committees to develop cultural practices that improved family strengthening and individual case management.
- Kipuka Services support and technical assistance as needed
 - Case-specific consultation, such as practice supports that reflect LT policy and documentation requirements.
 - Support development and implementation of quality improvement activities and initiatives within kipuka services.
 - Support development and implementation of safety measures for youth development activities and



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groups.

- Assist in development and implementation of clinical and cultural practices.

Other duties:

- Contributes to the Trust's success by accepting new assignments, helping team members, learning new skills, and striving to improve team and organization results.

Qualifications

- A Bachelor's degree in social work, public administration, knowledge of child welfare and youth development and at least 10 years of relevant experience. Master's degree preferred.
- Strong information management background and ability to relate well with other social services and youth development teammates.
- Excellent analytical skills, required. Project management experience, helpful.
- Ability to synthesize data into comprehensive reports and action plans.
- Excellent communication skills, both written and oral.

Job Competencies

- Demonstrates knowledge of direct practice, youth development, and quality assurance processes.
- Demonstrates ability to design training curriculum and ability to train, coach and consult on clinical and cultural practices.
- Strong organizational, analytical, interpersonal, facilitation, presentation, strategic and problem solving skills are essential.
- Demonstrated ability and success in collaborative efforts, ability to lead and work as member of a multidisciplinary team, understand organizational culture, systems and importance of community.
- Demonstrated ability to remain flexible in adapting to change and learning new systems and processes.
- Strong written and verbal communication skills.
- Demonstrated ability to work independently where necessary and take initiative to accomplish tasks toward meeting of key deadlines.
- Proficiency with MS Office, technical proficiency with project management software is desirable.
- Ability to work flexible hours when necessary, including nights and weekends, to meet key development, design, and implementation deadlines.
- Ability to travel required to Kipuka for meetings, conferences and events.

Organization Competencies

- **Alignment with Queen's legacy:** Understanding and appreciation of Queen Liliuokalani's story, her legacy and the Hawaiian Culture is foundational to staff's commitment to working with our Hawaiian children, families and communities. Demonstrates respect for and appreciation of Hawaiian values history, and culture, understanding its implication in one's work, in fostering meaningful relationships, and in embracing the community served.
- **Ho`omau i ka `imi Na`auao (Continuous Learning and Improvement):** Committed to creating and reinforcing an environment of continuous learning and improvement.
- **Ho`ike i na Mana`o Pono (Effective Communication):** Communicates with those we serve and each other in a consistent manner that results in mutual understanding, harmony, and action.
- **No'ono'o loi (Critical Thinking and Problem Solving):** Actively and skillfully understands, conceptualizes, applies, analyzes, synthesizes, and/or evaluates information and develops and supports fact-based analyses and recommendations
- **Ho'o kumu a'e or `Imi hakahia (Innovation):** Identifies and integrates creative ideas into new or existing services and promotes effective problem-solving.
- **Pilina Ho`ohana a me ka Hana Hilina`i (Building Relationships and Creating Trust):** Manages relationships to



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create optimal opportunities and move the organization forward.

- **Alu Like I ka Hana (Teamwork):** Works cooperatively and collaboratively with others throughout the organization in alignment with the organization's objectives.
- **Ho'onui I ka `Ike (Capacity Building):** Encourages personal growth by exhibiting trust and a belief in the capacity of others.

Mental and Physical Demands:

- Ability to drive and travel for Kipuka visits and meetings. Ability to facilitate workshops and stand for extended periods of time.

Terms and Conditions of Employment

As a condition of employment, employee will be subject to LT's policies, procedures and organizational values.