

POSITION: TECHNICAL ASSISTANCE QUALITY ASSURANCE SPECIALIST

SUPERVISOR: HEALTHY FAMILIES VIRGINIA DIRECTOR

SUPERVISES: NA

FLSA: EXEMPT

UPDATE: 7/2025

POSITION SUMMARY:

The Technical Assistance Quality Assurance Specialist serves as a subject matter expert to help ensure model fidelity and compliance for the Healthy Families Virginia (HFV) network by monitoring quality assurance, supporting professional development, and facilitating and guiding continuous quality improvement efforts to the HFV affiliates; one of the three home visiting models under the Families Forward umbrella.

The position is responsible for working with agency leadership and program staff in planning and conducting QA/QI activities for their assigned program/region. Also the TA/QA is responsible for reviewing standards, policies, and procedures, as well as evaluating the program's effectiveness and adherence to model standards. The Technical Assistance Quality Assurance Specialist also ensures compliance with contract/grant terms, data collection and accreditation standards. They are responsible for creating and executing on-site and virtual trainings as needed by the HFV network.

All of these duties are fulfilled in alignment with FFV's high performing culture and core agency values of *Respect, Integrity, Champion, Collaborative* and *Excellence* as well as in support of FFV's team-based environment in which all staff work together toward a shared vision and goal.

RESPONSIBILITIES:

Serve as a liaison and subject matter expert for *Healthy Families America's Best Practice Standards*.

Provide mentoring/coaching to agency leadership, site directors/managers and program staff to support their understanding and implementation of the *Healthy Families America's Best Practice Standards*.

Provide leadership and monitoring of program operations including but not limited to: management, supervision, documentation, quality assurance, quality improvement, service delivery, board development, resource development, and community collaboration.

Foster engagement with agency leadership to strengthen and optimize the experiences that Families Forward offers affiliated programs and community partners.

Facilitate regular communication and support through video conferencing, telephone contacts, electronic mail, webinars, and/or mailings.

Conduct annual quality assurance site visits for assigned programs per required by model standards and provide a written report within 2 weeks of the site visit.

Develop and facilitate in-service and statewide trainings as needed.

Work with Healthy Families Virginia TAQA Central Administration team to assure consistency among programs and the maintenance of delivering high quality services.

Maintain documentation, reports, and necessary follow-up materials needed for the HFA Central Administration accreditation site visit.

Review program's quarterly and annual progress reports to ensure the expectations of funders, partners, constituents, clients, and other stakeholders are consistently met.

Support integration of Reflective Practice and Infant Mental Health principles in HFV.

Facilitate regional networking meetings for Supervisors, Family Support Workers, and Family Resource Specialists.

Represent Families Forward Virginia as requested on statewide groups and organizations.

Other duties as assigned.

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.

JOB LOCATION:

Work from home office with the expected ability to travel up to 4-8 days per month with some overnights.

VALUE-BASED SUCCESS CRITERIA:

Possess a problem solving approach to organizational challenges and help maintain an environment supportive of the same.

Serve as an open and available resource to colleagues across the organization and align with Families Forward's culture of proactive management.

Embrace an "all hands on deck" work environment where everyone is vital to its success and there is a sense of both individual ownership and shared purpose.

Adopt a proactive approach to setting and maintaining an organizational culture that is humble, positive, professional, respectful, inclusive, energetic and constructive.

Take calculated risks to improve performance, experiments with new ideas, methodologies, and procedures.

Build and maintain strong relationships with a wide array of allies and partners.

KNOWLEDGE, SKILLS, AND ABILITIES:

Exceptional written and oral communication skills with a wide range of audiences.

Experience with group facilitation, training, supervision and team development.

Comprehensive knowledge of program planning, organizational structure, and administrative operations.

Ability to plan and implement quality enhancement or quality improvement initiatives.

Ability to analyze and apply policy into program implementation strategies.

Experience in designing training materials.

Ability to be comfortable working in an open office environment, which fosters critical collaboration among colleagues.

Experience and humility in working with culturally diverse peoples.

Possess a strong background in working with diverse coalitions to advance common goals and have experience and/or a demonstrated interest in facilitation and strategy development.

Ability to develop thoughtful leadership around specific topics and/or emerging practice areas in the field.

Strong knowledge and experience proficient in Microsoft Office applications.

Ability to manage multiple projects/responsibilities simultaneously.

Ability to think conceptually and deal decisively with practical matters.

Ability to navigate in a fast-paced, outcomes-driven and non-profit environment.

REQUIRED EXPERIENCE AND EDUCATION:

Master's Degree in Human Services or equivalent experience preferred.

A minimum of five (5) years of program leadership experience in the Healthy Families America model.

A minimum of three (3) years of human service administration, program coordination, professional and systems development within a home visiting program.

Experience with program evaluation, quality assurance and continuous quality improvement.

Experience with various presentation technology, software and platforms.

LICENSURES, CERTIFICATIONS AND ENDORSEMENTS:

Possession of a valid United States Driver's license, vehicle for travel and vehicle insurance.

Must complete required trainings by Healthy Families America (HFA).

Must complete HFA Peer Reviewer Training after one year of employment, and complete two (2) HFA Peer Review visits annually thereafter.

Infant Mental Health Endorsement preferred.

AN EQUAL OPPORTUNITY EMPLOYER:

It is Families Forward Virginia's policy to provide an equal employment opportunity for all applicants regardless of race, color, religion, age, sex (including pregnancy, gender identity and sexual orientation), national origin, disability or genetic information, veteran status, or any other protected characteristic as established by law. Families Forward Virginia hires only U.S. citizens and Non-citizens who are legally authorized to work in the United States.