



**WASHINGTON INFORMATION NETWORK 2-1-1
JOB VACANCY ANNOUNCEMENT**

POSITION TITLE: Quality Assurance and Training Manager
JOB DESCRIPTION: See Attached
START DATE: As Soon As Possible
SALARY: \$41,000 - \$47,000 Recruitment Range
DEADLINE FOR APPLICATIONS: May 5, 2006

APPLICATION PROCEDURES: Submit resume and cover letter addressing qualifications and salary history to:

Tom Page, Executive Director
Washington Information Network 2-1-1
305 South 43rd Street
Renton, WA 98055

OR VIA EMAIL:
tompage@win211.org

**Washington Information Network 2-1-1 is an
Equal Opportunity Employer**

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**WASHINGTON INFORMATION NETWORK 2-1-1
JOB DESCRIPTION**

Title: Quality Assurance and Training Manager

Exempt/Nonexempt: Exempt

Reports To: Executive Director

General Position Summary:

Assure high quality service delivery for statewide 2-1-1 health and human services information and referral network.

Responsible for tracking performance and overseeing ongoing quality improvement activities for statewide 2-1-1 information and referral service based on standards established by the Alliance of Information and Referral Services and Washington Information Network 2-1-1 (WIN 211). Conducts training needs assessments, then develops, implements and manages training programs that are targeted to individual and organizational needs for WIN 211, the eight call centers providing 2-1-1 service in Washington State and other 2-1-1 stakeholders. Tracks performance of call centers against established metrics. Compiles data and analysis to prepare a quality assurance and training budget.

Essential Functions/Major Responsibilities:

Oversees evaluation studies which provide information on program or system performance and/or requirements. Consults with program staff, other professionals and subcontractors, reviews appropriate literature to develop evaluation plans and procedures, coordinates implementation of studies.

Prepares and presents written and oral reports on call centers and 2-1-1 system performance. Recommends training and policy actions to assure programs meet national and state 2-1-1 performance standards.

Develops and implements leading edge training programs geared to diverse learning styles that support Washington Information Network 2-1-1's strategic plan and initiatives. Works with Network of Call Center Directors to evaluate individual and organizational training needs, then develops and implements training programs to address local and 2-1-1 system training needs.

Formulates training policies, and schedules based on knowledge of identified training needs.

Determines appropriate instructional procedures and methods and performs hands on training tasks. Will include external vendors and training consultants as appropriate.

Keeps informed on new developments, methods and techniques in the training field.

Compiles data and provides analysis based on current training and evaluation needs to prepare a budget and justify funds requested.

Maintains records and prepares statistical reports to monitor program progression. Provides record of successful completion of trainings.

Organizes and develops training manuals, reference materials, visual aids and other training materials.

Provides staffing to WIN 211 Network of Call Center Directors.

Serves as liaison between call centers, Network of Call Center Directors and Executive Director.

Secondary Functions:

Quality Assurance and Training Manager

Page 3

Maintains relationships with other organizations, as needed, in order to coordinate and integrate WIN 211 program evaluation efforts with those of other organizations. Communicates with other 2-1-1 partners regarding evaluation issues.

Supports WIN 211 Board Development Committee as needed.

Performs other related duties as assigned.

Job Scope:

Position encounters frequent new and varied work situations as a result of the diverse staff utilizing the programs and services and the need to balance individual needs with WIN 211's goals. Job involves a moderate degree of complexity or difficulty utilizing a variation of training skills, program evaluation skills, presentation skills, facilitation skills, program management, organizational skills, and interpersonal skills. Position operates independently with minimal supervision. Position makes budgetary recommendations. Position is partially accountable for strategic planning. Decisions are sometimes made by a group process format and sometimes on an independent basis. Supervisor reviews work decisions only on a general basis. Decisions are made within general organizational policy constraints. Job has frequent responsibility for the creation of new programs, methods, systems, and procedures.

Supervisory Responsibility:

Job is supervisory to the extent that training directions are provided to staff and volunteers.

Interpersonal Contacts:

Contacts are normally made with others both inside and outside the organization. Contacts are with other staff, managers or partner agencies, and contain some discussion about confidential/sensitive matters. Performs policy analysis and acts in an advisory capacity with staff and partner agencies. Contacts are usually made on own initiative with contacts being made equally over the phone and face-to-face.

Specific Job Skills:

Thorough knowledge of program management, training techniques, computer software and community resources. Effective training and facilitation skills. Ability to organize and prioritize multiple functions, communicate effectively both verbally and in writing, and work effectively under deadlines and pressures.

Mental activities required by the work include using independent judgment in evaluating situations and making decisions; applying problem analysis skills; using creativity; applying interpersonal and customer service skills; and reading, speaking and understanding English. Ability to contribute to an effective team environment and provide training to others. Physical activities required by the work include sitting, walking, driving, keyboarding, using repetitive motions of hands/wrists, handling, talking and hearing.

Must have valid Washington State driver's license and reliable vehicle. Frequent travel with some overnight travel required within Washington State.

Education and/or Experience:

Master's degree or equivalent work experience specializing in Education, Communication, or related field and a minimum of four years demonstrable success in training needs assessment, program evaluation, curriculum development, implementation and training vendor/consultant relationships. Demonstrated organizational or program improvement experience.

Job Conditions:

Work is performed in an office environment. Workplace location and flexible schedule are negotiable. Position works under time requirements/constraints, and workload may require some overtime.

This is grant-funded position fully funded for 36 months.