

## Children's Services Quality Improvement Project Manager - (3208-12)

**Highly Competitive Employee [Benefits Package](#) and Generous Paid Time Off**

**DEADLINE TO APPLY:** 08/22/2022

### **WORK LOCATION:**

Job & Family Services  
222 E. Central Parkway  
Cincinnati, OH 45202

**WORK HOURS:** Full-Time 40 hours weekly  
**(Potential for Hybrid Remote Work Schedule)**

**STARTING SALARY:** \$28.00 hourly

### **NOTE:**

Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

Applicants for Children's Services positions cannot provide foster care for children in the custody of Hamilton County.

### **REQUIREMENTS (EDUCATION, EXPERIENCE, LICENSURE, CERTIFICATION):**

- Bachelor's degree in public or business administration or related field of study involving project/ program management from an accredited college or university;  
**AND**
- Two (2) years of project management experience

### **AGENCY-PREFERRED QUALIFICATIONS:**

- Master's Degree in Business Administration, Public Administration, Public Policy, Communications or a related field.
- Project Management Professional Certification.
- Full competence in all Microsoft Office 365 programs, especially Word, Excel, PowerPoint, Teams, Power BI and Outlook; also in research by Internet.
- Excellent written and verbal communication, strong organizational skills and superior time management.
- Professional maturity to work independently, while also engaging with all levels of staff.
- Ability to prepare and present accurate, timely reporting.
- Dynamic, adaptable and flexible; Ability and comfort working with diverse populations in various environments.

### **JOB DUTIES (SUMMARY):**

- Working under the general direction of the Quality Assurance Project Leader, designs, implements and manages initiatives, projects, and programs of high visibility or importance. Facilitates project goals, tasks, and resource requirements. Represents the agency at meetings and interacts with key stakeholders.
- Working under the general direction of the Quality Assurance Project Leader assesses the ongoing performance of specific projects by producing data reports and research. Designs and implements methods to collect and analyze program data to evaluate the quality and effectiveness of service delivery. Consults regularly with program areas on issues as they relate to service delivery. Analyzes and evaluates program processes and identifies areas needing improvement; designs, initiates and manages quality improvement plans. Ensures compliance with OAC and accordance with the needs of the agency, the HCJFS customer and the program responsible for the timely and accurate delivery of services. Promotes transparency to the public.
- Regularly prepares and provides research and status updates for presentations, memos, briefings, and talking points for project stakeholders. Drafts correspondence, documents, written reports and presentations in connection to the above responsibilities. Enhances cooperation between project components to promote collaboration between internal and external stakeholders. Ensures open lines of communication. Resolves conflicts between project components or functional areas. Coordinates with QA Project Leader to draft and execute broad-based, often complex, communication for internal and/or external audiences.
- Plans, coordinates and implements agency events, functions, and meetings. Provides the necessary support to complete all critical tasks that require coordination in a timely and efficient manner.
- Attends conferences and training.
- Performs other related duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES:** (\*Indicates can be developed after employment)

- **Knowledge of:** Communication concepts and tactics; project management methodology and practices; budgeting; management; labor relations; work force planning; employee training and development; supervision; agency policies & procedures; government structure & process; counseling; interviewing.
- **Skill In:** Leadership.
- **Ability to:** Perform statistical analysis, develop and interpret administrative policy and procedures, prepare and deliver presentations before specialized audiences & general public; manage multiple projects with specific deliverables and timelines simultaneously; develop complex reports and position papers; gather, collate & classify information about data, people or things, and interview job applicants effectively.

**ESSENTIAL JOB FACTORS:**

- Must undergo a background check via the Ohio Bureau of Criminal Identification and Investigation (BCI). Must have a car, valid driver's license issued by the state of residency and required auto liability insurance.

**PHYSICAL and/or MENTAL REQUIREMENTS:**

- Working at a computer extensively for eight (8) hours or more per day
- Remain in a stationary position for extended periods of time

**BACKGROUND CHECKS REQUIRED:**

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to the following systems:

- State Automated Child Welfare Information System (SACWIS)
- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI
- National Sex Offender Public website (WWW.NSOPW.Gov) Code 5101:2-5-09 must be conducted for each prospective employee

If you are seeking more information about this position [CLICK HERE.](#)