



COUNTY OF SUMMIT, OHIO

SUMMIT JOBS

[Home](#)
[Search Jobs](#)
[Log In /Create Account](#)
[Help](#)

QI Support Specialist

Below you will find the details for the position including any supplementary documentation and questions you should review before applying for the opening. To apply for the position, please click the **Apply for this Job** link/button.

If you would like to bookmark this position for later review, click on the **Bookmark** link. If you would like to print a copy of this position for your records, click on the **Print Preview** link.

[Bookmark this Posting](#) | [Print Preview](#) | [Apply for this Job](#)

Position Details

Job Information

Appointing Authority	Summit County Children Services
Bargaining Unit	CWA, Local #4546, AFL-CIO
Department/Division	Children Services
Full Time/Part Time	Full Time
Regular/Temporary	Regular
Work Schedule	Monday – Friday, 8:30am to 4:30pm

Job Description

The Quality Improvement (QI) Support Specialist provides administrative/clerical support to the Department Director, Client Rights & Quality Improvement and other staff in the department. The QI Support Specialist provides assistance and direct support for data-related and research activities, policy and procedure management, forms creation and revision, internal and external audits, and client rights matters within the department.

The QI Support Specialist is committed to practicing cultural competence by working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances in a manner that respects and preserves the dignity of all. The QI Support Specialist commits to adhere to SCCS' mission, vision and values at all times.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School Diploma or GED required; Associated Degree in research and/or business, required; Two (2) years experienced working in a Child Welfare agency OR two (2) years' experience working in a Quality Improvement/Assurance department for a non-Child Welfare organization/agency required.

Computer Skills

To perform this job successfully, an individual must have demonstrated knowledge in all Microsoft Office products including, but not limited to Word, Excel, PowerPoint and Access, as well as Publisher; Advanced experience using Microsoft Excel required; SPSS and SACWIS/BIC/ROM reporting experience preferred.

Required Qualifications

Incumbent must be able to pass an intermediate level proficiency test in at least one (1) of the following software applications: SPSS, Excel or ACCESS. Intermediate test will include at the following: ability to link spreadsheets and write accurate formulas (sums, averages, division, etc.), create graphs and sort data in Excel; or create tables link tables and perform queries in ACCESS; or create files, label data, run frequencies, run averages (mean), accurately merge files and sort data in SPSS.

Incumbent must be able to pass an intermediate level proficient test in Microsoft Word which will include the following: report production, tables/graphs, insert text boxes and graphics, and change font type, size and color.

Able to type a minimum of fifty-five (55) words per minutes and strong data proofing skills, proofreading and analytical skills required.

Preferred Qualifications

Pre-Employment Testing Requirements	Criminal Background Check, Pre-employment Drug and Alcohol Testing
Work Environment	<p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is exposed to outside weather conditions. The noise level in the work environment is of intensity.</p> <p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this Job, the employee is regularly required to: sit; use hands to manipulate objects; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk.</p>
Physical Demands	<p>The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to twenty-five (25) pounds, occasionally lift and/or move up to fifty (50) pounds and rarely lift and/or move up to seventy-five (75) pounds.</p> <p>Specific vision abilities required by this job include: close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.</p>
Licensing/Certification	<p>Although this classification is not regularly required to possess a valid State of Ohio drivers' license and/or possess auto insurance as defined by Ohio Administrative Code (OAC), the incumbent must meet the requirements outlined in agency policy if he/she/they do drive for work purposes.</p> <p>Supervisory Responsibilities</p> <p>This position has no supervisory responsibilities.</p> <p>Other Qualifications</p>
Additional Information	<p>Incumbent is required to travel to/from Agency meetings within the County and State as directed by his/her chain of command, and as required for job duties. Travel requires the use of a vehicle insured in the incumbent's name, unless a County-owned vehicle is secured pursuant to contract language and/or Agency policy/procedure. Personal vehicles must be in good working order and appropriately accommodate passengers as needed.</p> <p>Regular attendance is required. Incumbent must adhere to Agency policies regarding use of time off at all times.</p> <p>Incumbent is required to adhere to Agency rules & regulations and support the mission, vision & guiding principles at all times.</p>

Job Duties

Job Duty Name	Essential Job Duties and Responsibilities
Description of Job Duty	<p>Essential Duties and Responsibilities include the following. Other related duties may be assigned.</p> <p>Provides assistance and clerical support to the Department Director, Client Rights & Quality Improvement (CR/QI) as well as to the department and staff including, but not limited to, answering phone calls, scheduling appointments, typing documents, composing correspondence and maintaining confidentiality of materials.</p> <p>Under the guidance of quality improvement staff, creates database/spreadsheets and inputs data (includes manual data entry, scanning data and occasionally merging data files from external sources); Sorts, retrieves and merges data files.</p> <p>Responsible for accuracy of data entry and secure storage of data files to facilitate efficient valid/reliable research and program evaluation; Reviews data entered for accuracy and completeness and prepares data for analysis.</p> <p>Assists in the coordination of research activities, including creation of forms for surveys/research/data gathering; Performs queries/runs reports or extracts basic statistics from data/research files under the supervision of quality improvement staff.</p> <p>Completes the monthly executive director and board reports and assists with report generation for the Board, Community, internal Agency, certifying/accrediting body, grant-fund, special requests for data/information from the media, as well as, special requests from other organizations/departments.</p> <p>Assists with reviewing and maintaining the agency's policies and procedures; Documents and tracks status of pending policies and procedures related to rule changes.</p> <p>Performs specialized tasks requiring the use of multiple data-related sources, references and procedures.</p> <p>Creates and revises agency forms utilizing Adobe Professional, Word, Excel, or other software.</p> <p>Works collaboratively with all agency departments and staff to ensure compliance with all CR/QI needs/requirements.</p> <p>Scans case-related material into Electronic Data Management System (EDMS) as needed, and notifies associated persons of newly scanned material, when appropriate.</p> <p>Operates office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers in a competent and efficient manner.</p> <p>Assists other staff within assigned Department and provides coverage as needed; works as a team to ensure work is completed accurately and within a timely manner.</p> <p>Maintains and orders office supplies, prepares Purchase Orders, conducts unit inventories and assures availability of supplies; Maintains office equipment; Sorts and distributes unit mail.</p> <p>Assists in the orientation/shadowing of agency staff as required by the employee's chain of command.</p> <p>Attends and participates in supervision meetings as established by the employee's chain of command and based on the needs of the worker/caseload; Attends and participates in all agency</p>

meetings including unit, department, division and all staff meetings.

Attends trainings as identified by the chain of command or where otherwise required/directed.

Adheres to all agency policies and procedures, including but not limited to Professional Ethics and Conflict of Interest policies.

Job Duty Name	<p>Core Competencies</p> <p>To perform this job successfully, an individual must demonstrate the following competencies:</p> <ol style="list-style-type: none"> 1. Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events; Reacts well under pressure. 2. Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings. Writes clearly and informatively; Varies writing style to meet needs; Able to read and interpret written information. 3. Customer Service – Manages challenging or emotional client and employee situations; Responds promptly to client's/employee needs; Solicits client feedback to improve service; Responds to requests for service and assistance. 4. Dependability – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time. Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to complete goals and finalize work duties; Completes tasks on time or notifies appropriate person with an alternate plan; Follows through on commitments; Follows policies and procedures. 5. Cultural Competency – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment;. 6. Ethics – Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values; Treats others with respect and consideration regardless of their status or position; Maintains confidentiality.
Description of Job Duty	<ol style="list-style-type: none"> 7. Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed. 8. Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention. 9. Interpersonal Skills – Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Approaches others in a tactful manner; Demonstrates insight and empathy. 10. Planning/Productivity – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans; Meets productivity standards; Completes work in timely manner; Strives to increase productivity. 11. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics. 12. Safety and Security – Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly. 13. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed. 14. Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote excellence; Monitors own work to ensure quality.

Requisition Details

Requisition Details

Requisition Number	B-0652022-R
Working Title	QI Support Specialist
Posting Type	External/Public Posting
Number of Vacancies	1
Advertised Salary	\$18.25 per hour
Open Date	05/06/2022
Close Date	07/15/2022
Open Until Filled	No

Special Instructions Summary

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * Did you graduate from high school or do you have a GED certificate?

- Yes
 - No
2. * Do you have an associate's degree?
- Yes
 - No
3. * What is your associate's degree in?
- (Open Ended Question)
4. * Do you have experience and training in Microsoft Office products such as Word, Excel, Outlook, Access (must be verifiable)?
- Yes
 - No
5. * Do you have 2 or more years experience working in a Quality Improvement/Assurance department for a non-Child Welfare organization/agency?
- Yes
 - No
6. * How many years experience do you have working in a child welfare or other similar agency?
- 0-1
 - 2-3
 - 3 or more
7. * Have you ever interviewed for employment or been employed at SCCS or Summit County? If yes, please give dates and explanations. If no, please enter "No"
- (Open Ended Question)
8. * Are you related to anyone on the Board of SCCS or anyone employed by SCCS or Summit County? If yes, please give name and relationship. If no, please enter "No"
- (Open Ended Question)
9. * Have you ever received services or been involved with Summit County Children Services or any other Child Welfare system as a child or as an adult? If yes, please provide relevant information. If no, please enter "No"
- (Open Ended Question)
10. * Have your driving privileges ever been denied, suspended or revoked? If yes, please give dates and complete reasons. If no, please enter "No"
- (Open Ended Question)
11. * What is your driver's license number? If you do not possess a driver's license, please enter "N/A".
- (Open Ended Question)
12. * Have you been convicted of or plead guilty to any offense identified in the Ohio Administrative Code (OAC) 5101:2-5-09? If yes, please give offenses, dates and explanations. If no, please enter "No"
- Yes
 - No

Documents Needed to Apply

Required Documents

1. Resume

Optional Documents

1. Cover Letter

Copyright © 2021 The County of Summit Department of Communications, Ilene Shapiro, Executive. All Rights Reserved.

To ensure the security of your data, you will be logged out due to inactivity in 3 minutes at

Any data not saved will be lost.

Click 'OK' to keep your session active.