

**COUNTY OF SOLANO**  
**CLASS SPECIFICATION**  
**QUALITY ASSURANCE & IMPLEMENTATION ANALYST**

Effective Date: 10/06/2015

**CLASS SUMMARY:**

Under the general direction of the department head/chief deputy/assistant director or his/her designee, this position is responsible for researching, analyzing, and implementing continuous quality improvement initiatives, to include coaching, developing, and implementing evidence based practices. The Quality Assurance and Implementation Analyst is primarily responsible for leadership and consultation of the ongoing integrity of client programs and services provided by the assigned department and/or division. This position designs the training and coaching, for the selected client programs and/or services, and serves as a facilitator for implementing evidence based treatment and client supervision services.

**DISTINGUISHING CHARACTERISTICS:**

This class is distinguished from the:

- **Compliance and Quality Assurance Analyst** class which is specific to the Department of Health and Social Services and is focused primarily on regulatory compliance.
- **Compliance and Quality Assurance Manager** class which serves as the Chief Privacy Officer for the department of Health and Social Services.
- **Quality Assurance Manager** which is characterized by the responsibility for managing the Quality Assurance Program of a large human service agency to meet state, federal, and local regulations.

**SUPERVISION RECEIVED AND EXERCISED:**

- Receives general direction by the assigned department head/division manager or his/her designee.
- Exercises supervision over assigned professional, technical, and clerical staff as required.

**ESSENTIAL DUTIES:** *Duties may include but are not limited to the following:*

- Prepares and conducts quality improvement activities including, but not limited to staff training/coaching/feedback sessions, research, informational meetings, written and statistical reports.
- Develops and maintains collaborative partnerships with community leaders, local, regional, and statewide organizations, non-profit agencies, local businesses, and other County departments to develop, implement, and/or promote programs and projects consistent with the department/division's goals and services.
- Identifies and implements assessment tools to be utilized within the assigned department/division.
- Promotes, maintains, and implements quality improvement activities and evidence based practices.
- Attends and participates in meetings with representatives from various County and non-County organizations, local businesses, customers, and the general public.
- Collaborates with staff to assure evidence based practices is achieved, monitored, and improved in the areas of training, coaching, and for the purposes of operational integration.

- Provides observation and feedback to department staff to ensure the integrity of evidence based/evidence informed programs and practices.
- Develops peer coaching criteria and training, and assists supervisors in the identification of peer coaches.
- Identifies and implements evidence based client intervention strategies to facilitate positive client behavior change; Compiles quality improvement data in an accurate and timely manner.
- Performs lead work in the continual development and adaption of formal evidence based practices curricula.
- Coordinates and leads implementation teams.
- Provides data analysis, measurement, and ongoing feedback to department/division management on the implementation of evidence based programs and practices.
- Assists department/division with implementing evidence based programs practices.
- Ensures monthly, quarterly, and/or annual statistics are completed and distributed as directed.
- Remains up-to-date with current research on effective interventions with clients and client behavior change practices.
- Assists supervisors in developing individual action plans for staff; works with department/division supervisors and managers to coach and train staff to assist them with becoming proficient in the use of evidence based practice.
- Monitors contracts and agreements needed to implement quality assurance programs.

**EDUCATION AND EXPERIENCE:**

**Education:** A Bachelor’s degree in policy analysis, public administration, political science, criminology, criminal justice, social work, statistics, education, and/or a related field;

**AND**

**Experience:** Four years of experience analyzing data, performing quality assurance, coaching and or training in evidence based practices (eg. behavior reinforcement or contingency management, risk/needs assessments, cognitive behavioral treatment), and making recommendations for the solution of complex problems ideally within criminal justice organizations or programs.

**LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:**

- Possession of a valid Class C California Driver's License is required at the time of employment.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:**

- Evidence based practice, decision making, and cognitive-behavioral approaches
- Practices and procedures related to continuous quality improvement
- Motivational Interviewing
- Risk and needs assessments
- Contingency management concepts and behavior reinforcement strategies
- Change implementation science and practices
- Principles and techniques of monitoring and analyzing data
- Research design and data collection methodologies
- Core correctional practices

- Lead principles and practices to include training, assigning work, and monitoring the accomplishment of work and work performance
- Adult learning styles
- Oral communication techniques to include presentations to groups of various sizes in a positive, inclusive, and motivational manner
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications
- Formats and appropriate terminology for written communications such as business correspondence, policies, procedures and narrative reports
- Standard office procedures, practices, equipment, personal computers, and software

**Skill and/or Ability to:**

- Develop complex evidence based practices focused on implementation
- Clarify rationale for, and educate others on, unfamiliar principles, concepts, and theories
- Develop curriculum and design skill building operations
- Develop training and practice implementation plans
- Exercise independent judgment
- Utilize organizational and analytical methods
- Collect, analyze and present statistical technical data
- Operate computer, to include statistical analysis programming applications, research applications, and Microsoft Office applications
- Define problem areas, collect and evaluate data and make effective recommendations
- Communicate effectively both orally and in writing
- Determine and evaluate level of achievement and performance
- Coach, train, and provide feedback to staff, contractors, and other stakeholders
- Develop individual action plans with staff to assist with proficiency in utilizing Evidence Based Practices
- Identify appropriate client interventions and strategies to facilitate positive client behavior change
- Supervise, evaluate, train, and develop staff and organize and manage their work
- Research, analyze and evaluate new service delivery methods and techniques
- Create systems and processes to ensure compliance issues are resolved in a timely manner
- Manage a variety of simultaneous work projects and carry them through to successful completion
- Determine the appropriate course of action and demonstrate personal diplomacy in difficult and/or stressful situations including dealing with resistant staff
- Administer contracts and grants according to designated guidelines and regulations
- Establish and maintain effective working relationships with those contacted in the performance of required duties
- Represent the office in meetings with representatives from various County and non-County organizations, local businesses, customers, and/or the general public
- Prepare a variety of written communications to include reports, policies and procedures
- Maintain accurate records and document actions taken
- Use modern office equipment to include computers and related software applications

**PHYSICAL REQUIREMENTS :**

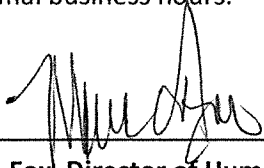
- Mobility and Dexterity: This class typically requires employees to perform the following: stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- Lifting, Carrying, Pushing and Pulling -- Light Work: Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Vision: This class typically requires employees to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. This class requires employees to have depth perception in order to operate a motor vehicle.
- Hearing/Talking: This class typically requires employees to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. This class requires employees to express or exchange ideas by means of the spoken word.

**WORKING CONDITIONS:**

- Office Work: Employees in this class will most often be working in an office setting.
- Traffic Hazards: Employees in this class will be required to operate a vehicle and thus will be subject to traffic hazards while driving.

**OTHER REQUIREMENTS:**

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class
- Independent Travel: Incumbents are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.



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**Marc A. Fox, Director of Human Resources**

**CLASS HISTORY AND CLASS INFORMATION:**

- Date Adopted by the Board of Supervisors: 10/06/2015
- Date(s) Retitled and Previous Titles of the Class:
- Class Code: 167110