



JOB ANNOUNCEMENT

Position: Manager, Quality Assurance
Location: Hayward and Oakland Offices
Hours: Full Time (8:30 am to 5:00pm)

Work Week: 37.5 hours
Start Date: ASAP
Salary: \$61,081/Per Year - DOE

Community Child Care Council (4Cs) of Alameda County is a nonprofit organization serving families and child care providers in Alameda County. 4Cs of Alameda County exists to develop and coordinate resources for families and children.

The Manager, Quality Assurance will be responsible for ensuring compliance and accuracy of all parent & provider program files and provider reimbursements.

The Manager, Quality Assurance will report to the Director, Payment Programs. This is an exempt position.

MAJOR DUTIES AND RESPONSIBILITIES

- Design, implement and monitor an internal audit systems to ensure:
 1. Compliance with contract regulations and agency policies and procedures
 2. Timesheets are calculated accurately, and child care payments are made in accordance with the parent/provider agreements, i.e., hours, days, age of child
 3. Staff are trained efficiently on NOHO, parent handbook/guidelines, program procedures & according to Federal, State or county guidelines
- Perform internal audits, and work with the program managers/supervisors to identify and correct errors in parent files, provider files, and provider reimbursements
- Prepare for external audits by 4Cs auditors, CDSS, ACSS & be the staff liaison for said audits
- Analyze and update all federal, state, county and Board level policies and recommend and/or create internal policy and/or procedural changes as appropriate
- Maintain and update policy and procedural manuals, training materials
- Analyze audit results to develop, design, and implement training activities with training evaluations included
- Oversee the development and implementation of a training program for new subsidy staff
- Oversee the transfer process from stage 1 to partner agencies and the enrollment process from 4Cs Eligibility List
- Work with managers to coordinate investigations and referrals regarding cases of possible fraud
- Design & implement a system for tracking and prepare monthly data reports to ACSS, CDSS & other funding sources. Develop and provide monthly reports regarding contract compliance
- Provide technical support to program managers and staff as needed
- Develop a thorough understanding of NoHo Care data base system
- Ensure reimbursement to Child Care Providers (payments) are done according to contract requirements
- Participate in CAPP meetings and other outside meetings as directed
- Other duties as assigned.

POSITION QUALIFICATIONS

- BA in Business, Public Administration or Social Work
- Experience in early childhood care & education field
- Experience in data collection & reporting

- Experience in contract compliance
- Computer experience, Data entry, Microsoft office
- Ability to train adults through verbal and/or written presentations
- Excellent oral communication and written presentation skills
- Must be able to work with minimal supervision
- Experience working with the county &/or State desirable
- Transportation required

To apply, please send resume and cover letter to:

4Cs of Alameda County

22351 City Center Drive












Hayward, CA 94541

Fax: 510 538-1736 or

Email: resumes@4c-alameda.org

Community Child Care Coordinating Council of Alameda County is an Equal Opportunity Employer.

4Cs is a Great Place to Work!

-  11 Annual Paid Holidays + Additional Sick Leave
-  2 Floating Holidays Provided Every July 1st
-  Very Generous Vacation Leave
-  Medical Benefits Cover Employee's Core Benefits
-  Flexible Work Schedules
-  Annual Employer Discretionary Retirement Contribution
-  401K Retirement Employer Match
-  Confidential Employee Assistance Program
-  Personal and Professional Development Opportunities
-  Energetic & Dedicated Staff Members
-  Exceptional Work Environment