



<b>Job Title:</b> Specialist: Professional Development and Quality Control	<b>Department:</b> Adult Education
<b>Reports to:</b> Director of Adult Education	<b>Job status:</b> Exempt Hiring Range: \$57,000 - \$60,000

### JOB SUMMARY

The Professional Development and Quality Control Specialist will be responsible for providing targeted professional development, ongoing in-classroom support, data analysis, daily project management, and communication with the Leadership of Adult Education, Lead Instructors and the Data Performance Manager. The Specialist will research, implement and personally present professional development opportunities that include frequent and ongoing training. The Specialist will work closely with the Data Performance Manager to analyze training opportunities.

Training content will be based upon research of HopeWorks data relative to the Tennessee Department of Workforce monitoring requirements and successful attainment of measured skill gains. The Specialist will ensure that HopeWorks Adult Education processes and employee productivity produce high levels of performance in all areas in which achievement is related to the healthy continuation of programming. If needed, the Specialist will work individually with employees to improve quality productivity. The Specialist will also work with community partners to implement professional development opportunities that boost productivity and staff understanding of HopeWorks impact in the service area. The Specialist will monitor Safety and Security processes for all Adult Education Programs, coordinating with Human Resources as needed.

The Specialist must possess successful teaching strategies, knowledge of best practices in customer service, experience working with students and a comprehensive knowledge of strategies in teaching adult learners.

The Specialist will personally provide all training but may supplement Professional Development with training from outside sources.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

**Quality Assurance & Control**

- Develop Checklists relative to state monitoring.
- Use a critical eye to look at all processes from different stakeholder perspectives.
- Work closely with the Data Performance Manager to develop quality assurance controls.
- Work with all staff members to improve the quality of processes and productivity.
- Will have a strong working knowledge of HopeWorks policies, as well as, state agency guidelines that must be maintained in our day-to-day operations.
- Will train staff in best practices, as well as identify areas in need of improvement.
- Able to work closely with staff and leadership.
- Work with individual staff to correct and guide toward increased accuracy and productivity.

**Professional Development**

- Conduct workshops focused on professional development.
- Will possess the ability to conduct training sessions.
- Identify and setup PD providers & online content for staff.
- Able to track progress by maintaining training records on each staff person.

**Additional Duties**

- Participate in AE team projects.
- Promote positive communication and teamwork.
- Hold workshops for groups of students as needed.
- Other assigned duties as requested.

**EDUCATION & RELATED WORK EXPERIENCE****Education Level:****(minimum & preferred educational requirements necessary to perform this job successfully)**

Bachelors required and/or combination of education and experience

**Years of Related Work Experience:****(minimum & preferred related work experience necessary perform this job successfully)**

2-3 years related experience required; experience or knowledge professional development processes preferred, along with experience in quality assurance.

**REQUIRED SKILLS AND KNOWLEDGE****REQUIRED    PREFERRED**

A strong command of computer skills (Google Sheets, Google Docs, etc.) and data entry is required.

**X**

Strong organizational and time management skills.

**X**

Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, students, board, community volunteers, donors, particularly with people of diverse backgrounds.

**X**

Demonstrated ability to meet deadlines.	X	
Strong written and verbal communication skills.	X	
Demonstrated ability to work under pressure.	X	
Must be able to answer multiple demands from multiple directions.	X	
Able to exercise judgment regarding matters of significance.	X	
Deals with confidential information on a daily basis and must respect the nature of the data.	X	

<b>WORK ENVIRONMENT/PHYSICAL REQUIREMENTS</b>
<b>(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)</b>
Able to Remain in a stationary position, often standing or sitting for prolonged periods. Able to work in a shared space setting with distracting noise levels, such as from clients and office equipment.

***Job Responsibilities***

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

<b>ACKNOWLEDGEMENTS</b>	
<b>Creation Date:</b> 05/23/2023	<b>Revision Date:</b>
<b>Supervisor:</b> I have approved this job description and reviewed with my employee.	
Signature:	Date:
<b>Employee:</b> I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
<b>Human Resources:</b>	
Signature:	Date: