



COA Job Description

Job Title: Associate Director, Accreditation Operations
Organizational Relationships:
Reports to: Chief Operating Officer Supervises: 5 Direct and 5 Indirect Exempt/Non-Exempt Staff
FLSA Classification: Exempt
Salary: Commensurate with Experience

External Candidates: Please include the position title in the subject line and forward your cover letter, resume and salary expectations to jobs@coanet.org

POSITION SUMMARY:

The Associate Director, Accreditation Operations supports the Chief Operating Officer in achieving COA's strategic and public policy initiatives and ensures the organization's continued growth through the facilitation of the accreditation process for private and public agencies in North America including ongoing technical assistance. He/she manages/directs the work of the accreditation operations coordinators and administrative staff. Periodic travel throughout North America is required.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Provide leadership and guidance to the accreditation operations department and staff through supervision and support to facilitate the accreditation process for private and public agencies, including those in Canada, by overseeing the work of Accreditation Coordinators in supporting organizations.
- Coordinate the accreditation process for large public systems by:
 - Guiding systems through the accreditation process;
 - Assessing systems' strengths and weaknesses to determine level of support needed;
 - Assigning services to COA's standards; and
 - Establishing a timeline for meeting important milestones completing the process (site visit & self study due dates).
 - Interpreting standards as applicable to systems and providing timely support and technical assistance.
- Coordinate with other departments to insure that practices are effective and procedures current, creating improvements and updating as needed.
- Assist with the coordination of COA's interdivisional Pre Commission Review Committee, provide recommendations to agencies for corrective action on standards non-compliance following the site visit and provide technical assistance to organizations preparing their responses.

- Assure that Accreditation Operations department meets all performance as specified in COA's dashboard.
- Review submitted self-studies to assess compliance with assigned standards and to determine readiness for site visits.
- Participate as appropriate in operations meetings, strategic planning and PQI initiatives.
- Update the Quarterly Public Agency Accreditation Report.
- Assist with planning and implementation of Public Agency Roundtable.
- Other duties as assigned.

QUALIFICATIONS:

Education:

- Graduate degree in the field of social/human services

Experience:

- Minimum of 5 years post-graduate experience
- Minimum of 5 years experience working with public social/human services agencies required
- Experience with the COA accreditation process desired
- Experience working with or for public agencies desired

Skills, Knowledge, and Abilities:

- Detail-oriented
- Ability to handle multiple tasks simultaneously
- Facilitative/supportive approach
- Strong project management skills
- Ability to analyze complex issues, summarize key findings and communicate findings in a clear and concise manner
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to negotiate effectively
- Ability to establish long-range objectives and specify the strategies/actions to achieve them.
- Exemplary customer relations abilities
- Ability to work independently and/or as part of a team
- Demonstrated commitment to a PQI approach
- Understanding of and sensitivity to complex government agencies
- Computer proficient (MS Word, MS Excel, Ms Outlook, Internet, Access)
- Strong communication skills, including public speaking and writing
- Respect racial, ethnic, cultural, and class differences of all clients and staff

COA IS AN EQUAL OPPORTUNITY EMPLOYER

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.