



Job Description

Department:	Family Source Center (FSC)	Location:	Panorama City Area
Job Title:	FSC Quality Assurance Assistant	Reports to:	FSC Program Manager
Exempt/Non-Exempt:	Non-Exempt	Revision Date:	09/2025
Position Type:	Part-Time (25hrs./week)	JD Approved by:	Lizz Diaz
Pay Range	\$22-\$23	Apply at:	carina.c@ecda.org

Job Description

Position Summary

The FSC Quality Assurance (QA) Assistant is responsible for reviewing all records and ensuring the accuracy and completeness of records related to the FSC Program. The QA role also includes other administrative tasks to support the program as directed. The primary duties of a QA Assistant is to review all physical records for accuracy and completeness prior to entering it into our data system, develop internal tracking systems, create reports, report findings to the Program Manager and other team members related to program outcomes. Additionally, the QA Assistant will be responsible for following up on findings, ensure corrections are completed in a timely manner. The QA Assistant will meet regularly with the FSC Program Manager, attend required trainings. The QA Assistant will be trained on FSC and agency related record systems including hard-copy and electronic paperwork and processes. Other duties in duties as assigned. ***This is an on-site, in-person position that requires daily attendance at our facility.***

Role and Responsibilities

- Review physical records for accuracy.
- Assist with development of tracking systems.
- Create reports, report findings to supervisor and other team members, follow-up on findings and assist with setting deadlines.
- Collect, analyze and interpret data, and report outcomes to leadership and program staff.
- Identify patterns and trends in data sets, and define new data collection and analysis processes for quality improvement.
- Generate reports and data extraction, when needed.
- Verify data by comparing it to source documents.
- Oversee data entry and data systems and perform data entry as needed.
- Support staff with data functions and daily use of data collection and data system.
- Provide outcomes to supervisor.
- Assist Administrative Assistant with coverage as needed.
- Assist supervisor and other management staff with tasks as needed.
- Assist with Child Watch and food bank duties as needed.
- Participate in community outreach events during work week, on evenings and/or weekends as needed.
- Responsible for working with program and agency staff and departments on projects and tasks.
- Responsible for communicating with direct supervisor and other staff as necessary to address quality assurance or work-related issues.
- Maintains regular communication with FSC liaisons or other entities pertinent.
- Completes required evaluations, reports, data entry or other tasks with accuracy and attention to detail onto specified Agency and FSC record keeping/data systems by required deadlines.
- Adheres to agency and programmatic deadlines.
- Facilitates meetings, activities or group meetings as directed.
- Participates in FSC team meetings, events, staff meetings, collaborative partner or community meetings and other meetings as requested.
- Assist with special projects as needed.



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Qualifications and Education Requirements

- High School degree or equivalent required.
- Experience conducting administrative tasks.
- Ability to work independently, manage multiple tasks and projects, and to assess and change priorities based upon agency needs.
- Ability to work with people from diverse ethnic groups and various socioeconomic levels.
- Bilingual (English/Spanish) with excellent oral and written communication skills.
- Must have great organizational skills, be detail oriented.
- The ideal candidate should be personable and have experience working with vulnerable populations in the social services field and have familiarity in the mental health field.
- Candidate needs to be motivated and able to communicate effectively, and efficiently, both verbally and in written format.
- Strong working knowledge of Microsoft Office, including Word, Excel, Outlook, Adobe and PowerPoint.
- Ability to navigate the Internet, and other standard equipment.
- Possess a tech-savvy, analytical mindset with problem-solving skills.
- Must clear HIPAA certification, Department of Justice, and TB clearance.
- Occasional weekend and evening hours will be necessary.
- Must have a reliable vehicle/access to transportation, valid California driver's license, and be responsible for all liability on vehicle.
- Required to work "In-Person" and in dedicated or assigned site(s), and in the community on weekdays and some nights and weekends.
- Phone and reception coverage/support.
- Other duties as assigned.

Comment

Candidates must be able to work effectively with their team and Manager, demonstrate adaptability, and can accomplish program goals and objectives. Candidates should demonstrate empathy, courtesy, interest, and a willingness to adhere to safety rules, as well as computer, email, Internet, and dress code policies. Must have valid California driver's license and use of personal vehicle that has liability car insurance.

The benefits of joining the ECDA team include (If eligible: health insurance, vision, dental, long-term disability, AD&D, life insurance), vacation, sick leave, paid holidays, jury duty, bereavement, and 401K matching.

All employees must demonstrate an understanding, patient, and receptive attitude toward individuals of varied age groups, behaviors, and varied disabilities. Employees must have the ability to maintain composure under stressful conditions. Staff must be able and willing to work with clients who have special needs and/or aggressive behaviors (i.e., biting, kicking, hitting, emotional outburst, etc.). Staff must have behavior management strategies and techniques relating to clients experiencing behavioral difficulties, positive behavioral interventions and applied behavioral analysis.

El Centro de Amistad provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, El Centro de Amistad complies with applicable state and local laws governing nondiscrimination in employment at every company location. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Acknowledgment

☐ By signing below, I acknowledge that I have read and understand the position description for this position, including the working conditions listed below. I feel I am qualified to perform the position duties as described, including the physical and mental requirements as outlined.

☐ By signing below, I feel I am qualified to perform the position duties as described with the following reasonable accommodations:

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Employee Name:		Date:	
Employee Signature:			

Physical Demands:			
	FREQUENTLY	OCCASIONALLY	SELDOM
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carrying	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Seeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Finger Movement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Demands:			
Outside:	Ability to spend 20% of work time outside		
Inside:	Ability to spend 80% of work time indoors		
Noise:	Ability to withstand moderate to high noise levels, including voice levels 90% of time		
Heat:	NA		
Cold:	NA		
Electric Equipment:	Ability to operate office equipment, computer, copier, and cellphones		
Work with Others:	100% of time spent working and interacting with team and other departments		
Reading	Ability to read at a college level		
Writing	Ability to write at a college level		

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by staff members assigned to this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the staff member assigned to this job.

To apply or any questions, please email Carina Campos at carina.c@ecda.org.