



SBP, Training & Quality Assurance Coordinator

GENERAL SUMMARY:

This full-time position will be based onsite at Healthy Start Coalition of Hillsborough County with regular travel to hospital and community sites. Under the supervision of the Safe Baby Plus Program Manager, this position is primarily responsible for providing trainings on infant and child safety to medical and social service community in Hillsborough County. The position will play a key role in monitoring program performance, ensuring the quality and consistency of services, reviewing program data, and identifying opportunities for improvement. Will also operate software text messaging campaign efforts with participating pregnant women and women/caregivers with children who enroll in the Safe Baby Plus Program.

PRINCIPAL CRITERIA and STANDARDS FOR PERFORMANCE:

- Conduct Safe Baby trainings in medical, social service and community sectors throughout Hillsborough County.
- Assist with distribution of hospital educational materials.
- Recruit and engage new provider partners to expand Safe Baby education, program awareness, and participant enrollment.
- Input professional evaluations data and use analytics for ongoing training efforts.
- Coordinate day-to-day quality assurance activities including routine monitoring and review processes to ensure program services are delivered consistently, accurately, and in accordance with established standards. Conduct regular quality assurance reviews of participant records, program documentation, outreach activities, enrollment processes, and follow-up efforts to assess completeness, accuracy, timeliness, and compliance with program requirements.
- Monitor enrollment and follow-up processes to identify barriers, service gaps, and opportunities to improve participant access and engagement.
- Analyze professional training evaluations and participant feedback to identify trends and opportunities to improve program education and service delivery.
- Use data to support informed decision-making, program planning, and continuous quality improvement.
- Assist with reporting requirements and program evaluation activities, as assigned.
- Coordinate and facilitate program communication efforts through Emitrr software including text messaging campaigns and outreach.
- Monitor participant outreach, response rates, engagement, and follow-up activities to support effective communication and program participation.
- Operate audiovisual (A/V) equipment and related technology to support trainings in the field if necessary.
- Assist with hospital intakes to support enrollment in the Safe Baby Plus Developmental Screening program.
- Assist with quarterly caregiver trainings alongside with Child Fatality Prevention Specialist.
- Assist with media campaign efforts designed to create awareness and reduce preventable infant deaths.
- Export, compile, and analyze data from SurveyMonkey and other software systems to evaluate program, performance, measure outcomes, and support data-driven decision-making.

KNOWLEDGE and SPECIAL SKILLS:

- Bachelor's Degree in Public Health, Mass Communications or related field required.
- Minimum 3 years' experience working in social services, outreach and/or education.
- Excellent written and verbal communication skills.
- Proficient public speaker and experienced trainer.
- Self-starter organized and detail-oriented.
- Working knowledge of word-processing, spreadsheet and related basic computer software; including MS Word, MS Excel, etc.
- Experienced with data entry and data software systems.
- Must have reliable personal transportation, insurance and valid State of Florida driver's license.
- Regular travel to hospitals and community sites; telework may be permitted at the manager's discretion.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to sit for extended periods; use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; talk or hear. The employee may occasionally need to stand, walk, or lift and/or move up to 25 pounds. Specific vision abilities required include close vision and the ability to adjust focus.

Physical Requirements for Positions with Driving Requirements:

- Must be able to sit for extended periods while operating a motor vehicle.
- Ability to enter and exit vehicles multiple times per day.
- Must be able to occasionally lift, carry, push, or pull up to 25 pounds.
- Must have sufficient visual acuity and hearing to safely operate a vehicle and follow traffic signals and auditory cues.
- Manual dexterity is required to operate vehicle controls and related equipment.
- May be exposed to varying weather conditions and traffic environments.

AMERICANS WITH DISABILITIES ACT (ADA) STATEMENT:

This job description is intended to describe the general nature and level of work being performed by employees in this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications required.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position, in accordance with the Americans with Disabilities Act (ADA) and applicable state and local laws.

Healthy Start Coalition is an Equal Opportunity Employer and values diversity in the workplace. We provide equal employment opportunities to all employees and applicants without regard to race, color, religion, sex, national origin, age, disability, veteran status, genetic information, or any other protected status in accordance with applicable federal, state, and local laws. We will make reasonable accommodations for qualified individuals with known disabilities, as required by the ADA. If you require reasonable accommodation, please contact Human Resources.

SERVICE EXCELLENCE STANDARDS:

- Exhibits a total commitment to maintaining high quality service standards of the Healthy Start Coalition.
- Functions as an effective team member in accordance with agency policies and procedures.
- Demonstrates professionalism in dealing proactively with clients, supports, providers, and the Board and general public.
- Works effectively with diverse populations, demonstrating an understanding of, and sensitivity to differences in cultural characteristics, socioeconomic status, and background experiences of the agency's service recipients.

EOE/DFWP/Smoke-free workplace/campus.

HSC utilizes <https://info.flclearinghouse.com/> for background screening.

Qualified candidates email resume to jobs@hstart.org by 10/30/26.