



State of Oregon Position Description

Company: Department of Early Learning and Care
Organization: Licensing - DELC
Service Type: Represented Classified

SECTION 1. POSITION INFORMATION

Job Profile Title:	Compliance Specialist 3	Job Profile ID:	5248
Business Title:	Field Operations Quality Assurance Specialist (Unfilled)	Position ID:	000000179079
Employee Name:		Company ID:	58800
Representation:	OAS	Budget Auth No:	1442325
Location:	Salem DELC Summer Street		
Supervisor:	Kristina Austin (Compliance and Regulatory Manager 2)		
Position:			
Time Type:	Full Time		
FLSA:	Exempt		
Exempt Reason:	Administrative Exemption		
Overtime Eligible:	No		
Employee Type:	Permanent		

SECTION 2. JOB DESCRIPTION SUMMARY

Describe the program in which this position exists. Include program purpose, who is affected, size, and scope. Include relationship to agency mission.

The Department of Early Learning and Care (DELC) is a new Oregon state agency that supports the development and well-being of all Oregon children and ensures families in every corner of the state have access to high-quality early learning and care. DELC also supports child care professionals by providing technical assistance, professional development opportunities, business services, licensing, grants and other resources. DELC was created by the Oregon Legislature in 2021 to unify and strengthen Oregon's early learning system. On July 1, 2023, DELC was established, bringing together the Oregon Early Learning Division (from the Department of Education) and the Employment Related Day Care (ERDC) program (from the Department of Human Services).

The mission of the Oregon Department of Early Learning and Care (DELC) is to foster coordinated, culturally appropriate, and family-centered services that recognize and respect the needs of all children, families and early learning and care professionals. Our vision is that children, families, early care and education professionals and communities are supported and empowered to thrive.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary

purpose of this position is to:

The primary purpose of the position is to promote the health, safety, and well-being of children in child care facilities by ensuring that investigative practices across the division are consistent, compliance-driven, and aligned with applicable federal, state, and local statutes, rules, and policies. This position functions as a statewide quality assurance and systems support role within Field Operations, responsible for establishing, maintaining, and continuously improving standardized investigative practices and licensing enforcement practices.

The position develops and implements a consistent case review and audit process to evaluate the quality, accuracy, and timeliness of investigations and licensing enforcement actions conducted by regional staff. Through these efforts, the position identifies trends, strengthens documentation and evidence review practices, reduces duplication in review processes, and ensures alignment in rule interpretation, compliance determinations, and regulatory decision-making across regions.

This position leads the development and delivery of training, guidance, and practice tools to support Regional Managers, Investigative Specialists, Licensing Specialists, and Senior Licensing Specialists in conducting high-quality, neutral, and child safety-focused investigations and licensing reviews. Training and technical support emphasize investigative neutrality, evidence standards, conflict-of-interest awareness, and consistent application of licensing rules across all regions.

The position serves as a neutral consultation resource to field staff and leadership, providing guidance on complex, high-risk, or sensitive investigations, including those involving potential bias, prior provider relationships, or cross-agency coordination. The position also supports systems-building efforts by partnering with Field Operations and other programs to strengthen investigative and licensing processes, clarify expectations, and improve operational efficiency.

SECTION 3. JOB DESCRIPTION

List the major duties of the position. State the percentage of time for each duty. Mark "N" for new duties, "R" for revised duties or "NC" for no change in duties. Indicate whether the duty is an "essential" (E) or "Non-Essential" (NE) function.

30 % R E Licensing Enforcement Actions/Investigations:

- Provide real-time investigative support by conducting or assisting with investigations as needed, including tandem investigations with ODHS on allegations of child abuse or neglect.
- Offer immediate case-specific guidance to CCLD staff on investigative steps, risk assessment, and application of rules during active investigations.
- Coordinate with law enforcement and partner agencies when appropriate during ongoing investigations.
- Conduct case-specific quality assurance reviews on active and past investigations and licensing actions to ensure completeness, clarity, statewide consistency, and adherence to investigative and licensing standards.
- Review investigative and licensing documentation and findings for accuracy and sufficiency; provide targeted feedback to strengthen the defensibility of case outcomes.
- Review and edit complaint and enforcement letters for all tandem investigations and licensing actions. Consult with CS2 investigative staff regarding needed edits, providing coaching, training, and feedback when necessary.
- Support statewide letter quality assurance by consulting with investigative and licensing staff regarding needed edits, providing coaching, training, and feedback when necessary.
- Apply a quality assurance lens to both investigative and licensing enforcement activities to promote consistent standards across regions.
- Prepare case materials and documentation to support enforcement actions, ensuring accuracy and legal sufficiency.
- Consult with the Compliance Manager and Field Operations leadership on case-specific enforcement considerations, including civil penalties, suspensions, revocations, and denials.
- Testify in administrative hearings regarding investigative findings, processes, and case documentation when required.
- Investigate illegal or unlicensed child care operations and take action under statute, rule, and policy; provide technical assistance to support movement toward compliance when feasible.
- Coordinate with ODHS, law enforcement, the Compliance Manager, and DOJ when cases require escalated enforcement or interagency response.
- Support field staff in assessing complaints on certified or registered child care facilities by assisting with evaluating risk, determining compliance, and identifying appropriate corrective actions.
- Conduct follow-up visits and/or complaint investigations as needed to support timely and accurate case resolution.
- Review facility documentation and evidence gathered through interviews, observations, and field contacts to assess compliance and identify next steps in the investigative or compliance process.

- Respond to urgent or emergent situations in child care settings and provide on-site assessment or decision support when immediate action is required.
- Maintain clear, objective, and legally compliant documentation in CCLD's data system, ensuring all investigative contacts, evidence, and communications are accurately recorded.
- Maintain organized case files and ensure archiving practices align with agency expectations and public records requirements.

50% R E Peer Support and Coaching Lead

- Develop and maintain statewide standards, procedures, and guidance that support consistent investigative and licensing practice and ensuring alignment and quality assurance across regions.
- Design, coordinate, and deliver training programs for RCCLD Staff, ensuring consistent application of statutes, rules, and policies in a wide variety of situations.
- Provide case consultation and practice guidance to field staff and leadership on complex or high-risk investigations, including those not clearly addressed in policy or regulation.
- Support calibration of investigative and licensing practices by facilitating cross-region discussions, supporting facilitation of team huddle calls, case reviews, and learning opportunities to promote consistent interpretation of rules, compliance expectations, and evidence standards.
- Review investigative and licensing work products (e.g., documentation, case summaries, and findings) as part of a quality assurance process, and provide feedback to improve clarity, accuracy, and consistency.
- Develop and implement tools, templates, and written guidance to support consistent investigative documentation and decision-making.
- Partner with Field Operations leadership to identify training needs, emerging issues, and areas for practice improvement, and adjust training and guidance accordingly.
- Provide recommendations on enforcement actions and compliance approaches in complex cases, ensuring alignment with policy, precedent, and child safety priorities.
- Contribute to policy development and continuous improvement efforts by identifying gaps, inconsistencies, and operational impacts of current rules and practices.
- Support the establishment of clear expectations and standardized practices across regions to reduce duplication, rework, and delays in investigative outcomes.
- Provide technical direction to staff and leadership on complex compliance determinations, including interpretation of laws, rules, and policies, and application of enforcement options in situations lacking clear guidance or precedent.
- Provide technical direction and determinations on enforcement actions and compliance strategies, including sanction levels and resolution approaches, in complex cases to support consistent and legally sufficient outcomes.
- Integrate quality assurance principles into training, guidance, and coaching to elevate consistency in both investigative and licensing practices.

10 % R E Technology & Computer Use:

- Maintain e-mail communication and current calendar system using agency's system.
- Research work related topics to maintain current knowledge of child care and investigations trends.

10% R E Other Duties as assigned or requested

Items listed below represent some of the additional duties; however, the position may be assigned other responsibilities based on operational need.

- Participate in division, Field Operations, and cross-program meetings to support alignment of investigative practices with broader licensing and regulatory priorities.
- Provide a statewide investigations perspective in policy development, ensuring that proposed policies, rules, and procedures are operationally feasible, consistently applied, and aligned with investigative standards.
- Collaborate with internal partners across programs to strengthen coordination and integration of investigative and licensing functions, reducing silos and improving consistency in practice through shared quality assurance expectations and processes.
- Lead or participate in special projects, workgroups, and committees focused on improving investigative systems, licensing processes, and child safety outcomes.
- Manage and contribute to short-, medium-, and long-term initiatives that support continuous quality improvement, standardization, and operational efficiency across regions.
- Support the development and onboarding of field staff and leadership by contributing to training, guidance materials, and orientation related to investigative practices and expectations.
- Identify and pursue professional development opportunities, including conferences, workshops, and training, to maintain subject matter expertise in child care regulation, investigations, and compliance practices.

- Maintain working knowledge of child care regulatory requirements, investigative practices, and relevant laws and policies to effectively support statewide consistency and quality assurance efforts.
- Present agency cases in administrative hearings or serve as a case presenter when investigative outcomes are contested; prepare exhibits and testimony to support legally sufficient decisions.
- Contribute to statewide quality assurance initiatives that support accuracy, consistency, and defensibility in both investigative and licensing work.

AT ALL TIMES - Commitment to Equity

Equity Lens: Designs and/or asks sets of questions to identify and eliminate disparate results-outputs, outcomes, impacts- of policies, programs, and practices for underserved/under-represented community members*

Equitable Workplace: Demonstrates cultural consciousness, commitment, and behavior, to improving an inclusive workplace climate for everyone.

Equitable Results: Produces results, i.e., outputs, outcomes, or impacts from programs and decisions toward closing disparities for under-represented community members* and improving results for everyone.

 * Underserved/Under-represented community members: e.g., people of color; people with disabilities; LGBTQ+, etc.; and new immigrant populations.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Your position requires a high volume of customer service. It is essential that you provide good customer service at all times as anything less adversely affects the public perception of the agency. You must be courteous and professional in all your interactions. While customers at times can be difficult to deal with, you need to conduct yourself in a manner that is respectful and courteous to every customer.

It is your responsibility to communicate effectively and be able to articulate and exchange information with internal and external partners. Communication must be in a positive and solution-oriented manner.

Attention to detail and accuracy is essential in this position.

Regular and consistent attendance is an essential function for this position.

Working conditions often include dealing with frustrated, angry and hostile individuals and explaining rules and statutes effectively to individuals with a wide variety of educational backgrounds. This position will work as a team member and independently. With changing workloads and multiple duties, this position must manage multiple tasks simultaneously, deal with periodic confusion and stress and diverse personalities of co-workers. The individual must communicate effectively both verbally and in writing.

SECTION 5. GUIDELINES

List any established guidelines used in the position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

This position uses many state laws and corresponding rules. The person in this position must be knowledgeable about the following laws and rules: confidentiality of records and personal information; Oregon State Police regarding criminal records, FBI, OJIN; Oregon Public Records Law; Oregon statutes and rules governing background checks and child care facilities; Dept. of Human Services Child Welfare including access to and review of highly confidential child protective client records. In addition, follow policies and procedures within the Division related to the Central Background Registry and facility compliance issues.

Oregon Equity Lens

Early Learning Council policies and procedures
Oregon State and Federal Civil Rights Laws and Regulations
Department of Early Learning and Care policies and procedures

How are these guidelines used?

The individual must have a high degree of knowledge of guidelines and always apply them uniformly. Guidelines are used to properly process child care applications, initiate legal actions, respond to complaints, enter data into the provider database, research complaints and communicate with others without breaching confidentiality. The individual must also exercise independent judgment and decision making in the absence of clearly defined policy, guideline, or regulation. Work centers on compliance determinations and quality assurance of investigative processes, distinct from program evaluation or technical quality inspections.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who	How	Purpose	How Often?
Child Care Providers, registry applicants and enrollees	In Person, by mail, email or telephone	Give receive information	Daily
Community Agencies	In Person, by mail, email or telephone	Give receive information	Daily
DELC Staff	In Person, by mail, email or telephone	Give receive information	Daily
Division Staff	In Person, by mail, email or telephone	Give receive information	Daily
General Public	In Person, by mail, email or telephone	Give receive information	Daily
Law Enforcement	In Person, by mail, email or telephone	Give receive information	Daily
Other State Agencies	In Person, by mail, email or telephone	Give receive information	Daily

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Determines whether investigative findings, documentation, and written notices are supported by sufficient and appropriate evidence and meet established quality and legal sufficiency standards. These decisions directly impact the accuracy, consistency, and defensibility of investigative outcomes, ensuring that licensing records, regulatory actions, and potential legal proceedings are based on well-supported and compliant findings.

Provides advanced compliance analysis and recommendations on enforcement actions, including the type and level of sanctions, in complex or ambiguous cases where policy or precedent is not clearly defined. These recommendations directly influence regulatory decisions that may affect a provider's license status, a background registry enrollment, or an individual's ability to work in child care, and ensure that enforcement actions are applied consistently and in alignment with statute, rule, and child safety priorities.

Evaluates allegations, investigative information, and regulatory requirements to provide technical direction and recommendations on case direction, including whether concerns meet criteria for investigation and appropriate next steps. These decisions directly impact the efficient use of agency resources, the timeliness of investigative response, and the agency's ability to appropriately address potential risks to the health, safety, and well-being of children.

Identifies statewide trends, inconsistencies, and gaps in investigative practices and determines when changes to guidance, training, or procedures are necessary. These decisions directly affect the consistency and effectiveness of investigative and licensing practices across regions, reducing rework, minimizing conflicting interpretations, and improving overall program performance.

Determines when complex, high-risk, or potentially biased cases require escalation, consultation, or additional review to ensure neutrality and compliance with policy and standards. These decisions directly support objective, fair, and child safety-focused outcomes, particularly in cases involving provider relationships, community pressure, or cross-agency involvement.

SECTION 8. REVIEW OF WORK

Job Profile	Position ID	How	How Often	Purpose of Review
Compliance & Regulatory Manager 2	1915013	In Person, by mail, email or telephone	Regularly	Determine accuracy and timelines of work. Guidance, support and consistency in regulation. Career growth, identify opportunities for development

SECTION 9. OVERSIGHT

What are the oversight activities for this position?

SECTION 10. ADDITIONAL POSITION RELATED INFORMATION

List any knowledge and skills needed at time of hire that are not already required in the classification specification:

This sensitive position requires advanced skill in policy and rule interpretation, compliance analysis, quality assurance reviews/ audits, training design/delivery, technical consultation, and, as assigned, administrative case presentation. Experience with child care licensing and child safety regulations is strongly preferred.

The individual must have the ability to work with hostile, angry individuals and must have de-escalation skills. This position will prioritize a heavy workload with frequently competing demands and exercise problem solving, mediation, and conflict management skills daily. To the community at large, this position represents the agency and is asked to mediate and provide information as well as interpret statutes and administrative rules. The Investigations team members must be able to make decisions independently with the consultation of the Regional Managers and/or the Field Operations Director. The Field Operations Quality Assurance Specialist is expected to consistently treat customers, partners, and coworkers with dignity and respect.

This position must have a valid driver's license and a satisfactory driving record, or the ability to provide a satisfactory alternate mode of transportation.

As a condition of employment, the individual in this position will be subject to both Child Protective Services and Criminal History checks, including FBI fingerprinting, and will be required to be enrolled in the Central Background Registry. Adverse background data may be grounds for immediate disqualification.

All positions within DELC require employees to serve as a mandatory reporter of child abuse.

SECTION 11. BUDGET AUTHORITY

If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount	Fund Type
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SECTION 12. ORGANIZATIONAL CHART

See Organizational Chart (attach copy or view within Workday).

SECTION 13. SIGNATURES

Employee

Date

Manager

Date

Appointing Authority

Date