

CLASSIFICATION JOB INFORMATION

SAP Job ID:	90005895
Position/Classification Title:	Program Administration Officer 3
Pay Grade:	PR 13
Add-On Eligibility:	True
Standardized:	No
Inactive	No
Date Last Evaluated:	9/4/2025

JOB INFORMATION

Job/Working Title:	Quality Assurance Specialist
Department:	Education and Early Childhood Development
Division/Section:	Early Learning and Child Care
Reports To (Position Title):	Team Lead, Quality Assurance - 90001770
Exclusion Status:	Non-Excluded

OVERALL PURPOSE

The Quality Assurance Specialist plays a critical role in supporting the delivery of high-quality, safe, and inclusive early learning and child care services across Nova Scotia. Responsible for monitoring compliance with licensing and safety standards, auditing programs and policies for alignment with departmental expectations, and responding to complaints or concerns raised by families, service providers, or the public.

Contributes to the ongoing education and capacity building of providers by promoting awareness and understanding of standards, policies, and best practices. Through inspections, program reviews, and policy oversight, ensures that early learning environments foster positive outcomes for children and meet the expectations set by the Department of Education and Early Childhood Development.

KEY RESPONSIBILITIES

Partner Engagement and Support:

- Provide guidance, consultation, and training to child care providers and early years centres to enhance understanding of licensing requirements and support quality improvement.
- Offer expert advice on policy development, inclusive practices, and service enhancements to help programs meet the developmental needs of all children.
- Facilitate education and outreach efforts through presentations, training sessions, and direct support to ensure providers remain informed and compliant.

Licensing and Compliance:

- Coordinate and conduct inspections of early learning and child care facilities, including new sites, renovations and expansions, to assess compliance with provincial legislation, licensing, health, and safety standards.
- Review and evaluate proposals, architectural plans, and physical environments to determine readiness for licensing and adherence to departmental policy.
- Uses a risk-based licensing approach that prioritizes areas of greatest impact on the health and safety of children
- Prepare inspection reports, assess risk to child safety, and issue compliance requirements; follow up to support corrective actions and continuous improvement.
- Monitor facilities for license issuance or renewal, investigate deficiencies, and make recommendations for enforcement as needed.
- Support childcare centres in achieving voluntary compliance; educate centre Directors and Staff on Regulations and compliance standards.

Program Monitoring and Improvement:

- Conduct audits of licensed child care programs to assess service quality, policy alignment, and compliance with departmental standards and federal/provincial funding requirements.
- Identify areas of non-compliance, evaluate associated risks, and issue requirements to mitigate risk and ensure corrective action.
- Monitor and evaluate program effectiveness in supporting children's development and meeting diverse family needs; recommend improvements based on findings.
- Support development and implementation of tools, resources, and protocols to promote consistent quality assurance across programs.
- Assist in the rollout and monitoring of departmental initiatives and early childhood development strategies.

Complaint Resolution and Investigations:

- Receive, document, and investigate complaints from families, community members, or partners regarding licensed programs or potential non-compliance.
- Analyze reports from providers, determine the level of risk, and evaluate facility response plans to ensure issues are resolved and risks mitigated.
- Collaborate with other departmental staff to determine appropriate responses and follow-up actions and ensure transparent, fair, and timely resolution processes that center the well-being of children.

May perform other related duties as assigned

In addition to the duties and responsibilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)

PEOPLE MANAGEMENT

Type of Role	X Individual Contributor Manages/Supervises People
Other Resources (e.g., Internal/External Project Resources, Consultants, Students, Casuals, etc.)	May supervise students or casual staff, as required.

SCOPE

Contacts (Typical):	<p>Internal government contacts are extensive, and include working regularly with Opportunities and Social Development, Health and Wellness, Labour, Skills and Immigration, Advanced Education, Service Nova Scotia, Public Works, Legal Services.</p> <p>External contacts are extensive, and include health authorities, facility owners/operators/staff/boards, educational entities, developmental intervention program providers, post-secondary institutions, construction project managers/engineers/architects, law enforcement agencies (most related to child abuse allegations).</p>
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Innovation:	<p>Exhibit a high degree of judgement in the implementation and planning of both Departmental program initiatives and individual facility initiatives to ensure they address the diverse and often challenging needs of young children and their families.</p> <p>Exhibits high degree of judgement in determining appropriate mitigation strategies/measures to ensure the health and safety of children. Determines whether education-based approached or enforcement measures are required based on a wide range of factors.</p> <p>Act as departmental experts in the field of early childhood development and have significant freedom to act in determining the most appropriate methods for early childhood programs to meet Departmental expectation for service delivery and ensure the needs of children are addressed effectively through quality programming and competent management.</p> <p>Interpret and apply evidenced-based research when providing consultation and support to clients. Implement reliable and valid evaluation tools/methodologies throughout consultation processes.</p> <p>Analyse information from multiple sources, identify gaps in systemic and administrative policies and processes, identify non-compliance with stipulated standards, provides remedial solutions to mitigate risk and achieve compliance, and issues requirements addressing areas of non-compliance identified in the service audit process.</p> <p>Must be flexible and creative with schedule to accommodate changing priorities and deadlines for inspections, audits, investigations (which are unpredictable), complaints, special projects, and travel.</p>
Decision Making:	<p>Decisions are made within the framework of legislation, standards and policies, professional knowledge and expertise. Decisions may be of a complex and sensitive nature, involving multiple elements and partners. Decisions are primarily made independently in the moment to mitigate any potential risks to children.</p> <p>Interpreting applicable legislation, standards and policies in the licensing and auditing process, to identify areas of non-compliance, determines associated risk and provides directives to the facility to mitigate risk and achieve compliance. Evaluates facility response for compliance with legislation, standards and policies. Makes recommendation regarding issuance or revocation of license.</p> <p>Makes decisions with minimal supervision and direction as primary work is done independently at various locations throughout the province. Must exercise professional judgement when to consult with Team Lead, Manager, or other senior staff regarding issues of compliance and safety.</p>
Impact of Results:	<p>Directly contributes to the safety, quality, and accountability of early learning and child care services in Nova Scotia, and is responsible for the fair and equitable application of legislation, regulations and policies that directly relates to provider funding and ability of an operator to deliver child care in the province. By ensuring consistent application of standards and responding to community concerns, helps foster environments where all children can thrive. The work supports public confidence in the child care system and informs broader policy and program development across the Department.</p>
Other:	<p># of regulated early learning and child care programs: 330+</p> <p># of children enrolled in early learning and child care programs: 30,000+</p>

LICENSES/CERTIFICATIONS

Data From Conversion:	
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WORKING CONDITIONS

Physical Effort

Work activities involve rotating positions of light physical activities, requiring little physical effort and/or easy muscle movements. Majority of time is spent in a comfortable office setting, with some site visits as required, and frequent opportunity to move about and/or change positions.

Physical Environment

Works in an environment with exposure to acceptable working conditions. Occasional exposure to mild unpleasant or disagreeable conditions (e.g., dust, dirt, noise, etc.) and possibility of accident or health hazards is minimal.

Sensory Attention

Work activities involve a frequent need to concentrate on a variety of sensory inputs for lengthy durations requiring diligence and attention in order to interpret information. If interrupted, considerable time is spent backtracking to continue activities. The need for visual attention, mental concentration, and detailed/precise work is considerable.

Psychological Pressures

Work activities are performed in an environment with occasional exposure to one or more psychological pressures (e.g., deadlines, repetitive work, moderate unpleasant public/client situations, etc.). Has the ability to largely control the pace of work with few interruptions. The degree of psychological stress is not noticeably disruptive to the work, and the unpleasant reaction is not too strong/persistent. Disruption to personal life due to work, work schedules or travel is moderate.

Additional Information:	
Data From Conversion:	