

Job Description

Title: Operations & Quality Assurance Manager	Reports to: Executive Director	Pay Status: Exempt
Department: Administration	Interviewer:	Interview Date:

Scope:

The Operations & Quality Assurance Manager will be responsible for ensuring program processes are conducted in accordance with guidelines and regulations. This position develops, performs, and manages quality assurance activities. The first six months to a year will be a training period where this position will work under the guidance and direct supervision of the Executive Director. This is a full-time, non-exempt position.

Duties:

- Assist in improving the operational systems, processes and policies in support of the organization's mission – specifically support better management reporting, information flow/management, business process and organizational planning.
- Work closely with the Executive Director and program directors in developing and overseeing program budgets.
- Work with the Administrative team in updating and developing the overall administrative policies and procedures.
- Assist in managerial reporting.
- Report the status of the quality levels of staff, systems, and production activities including timely reporting of critical compliance risks to senior management.
- Preside over improvement programs.
- Evaluate quality events, incidents, queries, and complaints.
- Keep up to date with all related quality legislation and compliance issues that affect agency programs.
- Ensure regulatory rules are communicated through agency policies and procedures.
- Help determine in-house quality procedures, standards and specifications for all agency programs.
- Help set customer service standards and ensure they are communicated through agency policies.
- Investigate for quality, health, and safety issues throughout agency programs.
- Help determine training needs for staff.
- With the Executive Director, act as a catalyst for change and improvement in performance and quality.
- Direct objectives to maximize profitability in all programs and identify resources necessary to achieve agency goals.
- Assist in the preparation to help respond to regulatory agencies.
- Work with the Administrative team and program managers to address and implement risk management efforts.
- Work closely with the Executive Director in marketing and in representing the organization in administrative matters.

- Additional duties as requested.

Measures of Success:

- Must be detail oriented.
- Superb time management, organizational skills.
- Strong written and verbal communication skills.
- Ability to work as a team member, independently in a fast-paced, demanding environment.
- Ability to solve problems and deal with a variety of issues.
- Ability to read, analyze and interpret practice standards, technical procedures, and government standards/regulations.
- Ability to plan, assign and direct the work of others.
- Ability to prepare clear, concise reports and meet report deadlines.
- Demonstrated leadership in managing staff and major projects.

Minimum Qualifications:

- Minimum of Bachelor's Degree in Business or related field.
- Minimum of 5 years' experience in a Management level role.
- Experience working with government regulations and compliance in the Human Services field.
- Understanding of Financial statistics and spreadsheets.
- Excellent computer skills with proficiency in Excel, Word, Outlook and PowerPoint.
- High comfort level working with a diverse environment.
- Excellent interpersonal skills and a collaborative management style.
- Demonstrated commitment in high professional ethical standards and a diverse workplace.
- Valid driver's license, current automobile insurance, and good driving record