

WOMEN HELPING WOMEN: JOB DESCRIPTION

POSITION TITLE: Quality Assurance Director

FUNCTION: Responsible for managing all QA functions, working with cross-departmental leadership to deliver high quality service delivery on schedule. QA director will establish and maintain a quality system to ensure the agency's personnel, methods, processes, and procedures conform to both internal guidelines and regulatory standards. New and creative ideas with innovative practices are encouraged and welcomed. Quality Assurance Director works in close partnership with the Chief Operations Officer, Agency Leadership and community partners.

QUALIFICATIONS: BA/BS required, 3+ years of experience in a position of leadership in quality assurance, quality control or outcomes analysis required. Strong skills in communication required. Strong interpersonal skills, public speaking and writing skills required. Possesses the gift to work well with diverse stakeholders, prospective and existing funders and partners as well as the ability to inspire team members, and other volunteers with innovative strategies and actions. Must possess a strong and independent work ethic coupled with driven ambition and strong analytical skills. Computer literacy (MS Office, databases, email, etc.) required. Ability to handle confidential information discretely and excellent interpersonal skills to work effectively with donors, volunteers and people of all levels in other organizations required.

RESPONSIBILITIES & EXPECTATIONS:

- Assures quality products and processes by establishing and enforcing quality standards across all agency programs.
- Establishes a quality and reliability standards by studying surveys, feedback, research, and grant requirements with other members of Leadership Team, along with supervisors and program managers.
- Develops program standards by studying core standards, best practices, and evidenced based program models.
- Implements in-process programmatic service delivery audit standards by devising tests, methods, and procedures.
- Creates service delivery quality documentation system by writing and updating quality assurance procedures.
- Maintains service delivery quality by enforcing quality assurance policies and procedures and government regulations.
- Collaborates with other members of Leadership Team to develop new service delivery designs and training methods.
- Prepares service delivery reports by collecting, analyzing, and summarizing information and trends.

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- Establish and complete quality assurance operational requirements.
- Ensures quality by planning, monitoring, and communicating on-going service delivery trends.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, and gender-based violence trainings.
- Achieves objectives by preparing analysis dashboard, analyzing variances, and initiating corrective actions.
- Contributes to team effort by accomplishing related results as needed.

Community Leadership

- Develop and maintain effective, professional, and collaborative relationships with Agency staff, Board, and community.
- Promote inclusive, strength-based teamwork.
- Exercise discretion when representing the Agency and maintain confidentiality in interactions within the community as appropriate.
- Consistently advance the Agency and promote positive public relations.
- Affirms the value of diversity, and is respectful of others through equity and inclusion lens.

OTHER REQUIREMENTS: To facilitate Agency effectiveness, may be expected to take on other duties as assigned. Availability of transportation in order to provide service in the community is required.

ACCOUNTABILITY: Chief Operations Officer
HOURS: Full Time
PAY BASIS: Exempt, Salary
BENEFITS: As stated in the current Human Resources Policy Handbook
SUPERVISION: Up to 2 direct reports

Women Helping Women believes in equity and inclusion and welcomes diversity of experience and expression at the agency in recruitment, hiring, training, compensation and promotion of diverse talent at the Agency. In other words, WHW is an equality and equity opportunity employer.

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