



Position Announcement

Job Title	Director of Quality Assurance
Department	Operations
Hours	Full Time; Exempt
Salary	\$75K - \$82K

Position Summary

Under the direction of the Chief Operating Officer, the Director of Quality Assurance provides support to the operations department by ensuring that current systems, policies, and procedures consistently align with intended outcomes. This position is responsible for monitoring and evaluating the metrics outcomes to guide quality assurance and compliance reporting for all program contracts and grants. A successful candidate will have a strong knowledge of operational systems and social service programs, in particular, effective outcome measurement.

PRIMARY ROLES & RESPONSIBILITIES:

- Maintain and updated organizational manual for all programs and departments that complies with state, local and contract requirements
- Review and submit contract related reports
- Assist department directors with creating realistic/measurable annual program outcomes
- Assist director of grant strategies/grant writer to incorporate program outcomes into grants
- Oversee revisions to agency annual data collection process
- Supervise quality assurance and prevention staff members
- Attend contract meetings as assigned

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

1. **Education and/or Experience:** A bachelor's degree is required. Related experience can be substituted for the educational requirement on a year-for-year basis. Must have at least two years' experience in monitoring and evaluation for a non-profit, consulting firm, or government agency with demonstrated success in designing effective strategies and systems. Prior supervision experience is preferred. Must demonstrate knowledge of public health theory and practice as it related to HIV and HIV prevention. Knowledge of current HIV service providers and HIV prevention programs in San Diego is preferred.
2. **Computer/Office Equipment Skills:** Must be comfortable working in PC/Windows-based environments. Must have proficiency with Microsoft Office, particularly Word, Outlook and Excel. Must have general database management skills. Advanced with Microsoft Excel is preferred. Experience with Microsoft Access is preferred. Experience with ARIES is preferred.
3. **Other Skills:** Must demonstrate competence in working with a variety of diverse populations. Must have excellent interpersonal communication skills. Ability to manage multiple tasks with shifting priorities. Lived experience as a member of a historically under-served community (i.e., low income, communities of color, LGBT communities, immigrant communities, etc.) preferred.
4. **Language Skills:** Fluency in English is required. Fluency in Spanish beneficial.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

To apply: send your cover letter, application, and resume electronically to:
Beth Davenport – bdavenport@thecentersd.org

Application link: <http://www.thecentersd.org/join-us/employment-application.pdf>

Please note: We are unable to accept any phone or walk-in inquiries for this position.
The San Diego LGBT Community Center is an Equal Opportunity Employer.