



Quality Assurance and Policy Manager

Are you interested in a position that will make a difference in your life and the lives of others? Community Teamwork is a private non-profit organization with over 500 employees dedicated to reducing barriers and creating opportunities for low income individuals and families.

If you have experience with process improvement or program management within the Human Services field, are motivated by challenge and enjoy mission-driven employment where your work can make a significant impact and change lives for the better, this position may be for you.

We are seeking a Quality Assurance and Policy Manager who will oversee the quality control functions, systemic financial accuracy and programmatic compliance within Community Teamwork's Energy and Community Resources team.

Responsibilities include:

- Develop and implement internal systems for quality assurance and effectiveness that identify, quantify and measure program results, goals and objectives for the E&CR Division.
- Develop, Implement, and monitor financial systems and programmatic accountability measures to ensure accuracy and compliance for all E&CR programs.
- Audit client case files, review results and report deficiencies and errors; Prepare reports; Ensure deficiencies are amended in a timely manner.
- Assist with the development and ongoing review of the Division's quality management policies and procedures.
- Develop and conduct ongoing related staff training.
- Ensure that the E&CR Division staff are kept current on policies and procedures related to rules and regulations and are applying both equitably and consistently.
- Oversee fraud prevention, detection, and investigation.

Successful candidate will possess:

- Bachelor's Degree in continuous quality management, Human Services, or related field preferred.
- Minimum 3-years previous experience with clinical auditing, data analysis and/or quality assurance and program compliance preferred.
- Willingness to work as part of a team to promote the goals of the program and Agency.
- Ability to manage multiple priorities and work in a fast-paced environment.
- Excellent customer service, organizational, interpersonal, oral and written communication skills.
- Excellent problem solving and data analysis skills.
- Ability to maintain accurate records and confidentiality of information.

- Bi-lingual skills (English/Spanish) preferred.
- Proficient with Windows, Microsoft Word, Excel, and comfort learning new software and tracking systems.

We offer:

- Casual work environment
- 4 weeks of vacation
- Medical
- Dental
- Vision
- Paid Life Insurance
- Tuition reimbursement
- 11 paid holidays
- Paid sick leave
- Career advancement and professional development
- 5% contribution to your 401K whether you participate on your own or not.
- Great co-workers, a supportive environment and a great mission with an outstanding Community Action Agency

If you are interested in this position please apply here:

<https://commteam.clearcompany.com/careers/jobs/448aa76f-a19b-3ef6-9106-879ee47bebb8/apply?source=1442247-CS-41643>

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status. Community Teamwork is a drug free work environment.

This is an exciting opportunity to become an integral member of an innovative, outcome focused team in an organization committed to excellence.