Position:	**Quality Assurance Manager**
Location:	New York, NY
Reports to:	Director of Contracts & Quality Assurance
Hours:	Full-time, 40 hours per week, some evenings /weekends

About Jericho Project

Jericho Project is a nationally acclaimed nonprofit ending homelessness at its roots by enabling homeless individuals and families to attain quality housing, employment, and mental and physical health services. The 41-year-old nonprofit serves over 2,500 individuals, including 700 veterans, annually. Jericho has been a key partner in New York City's initiative to end veterans' homelessness, and is leading bold, innovative strategies to do the same for families and young adults.

Our programs touch four cornerstones of a person's life: housing, employment, wellness, and family stability. We create a culture of "moving on" through a foundation of housing and supportive services provided by expert program specialists and case managers.

We have over 600 units of supportive housing including 8 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC.

About the Position

Jericho Project is seeking a driven and enthusiastic Quality Assurance Manager. The QA Manager will be responsible for supporting the Director of Government Contracts and Quality Assurance in overseeing data collection, reporting on a range of government grants and contracts, and ensuring achievement of internal and external performance standards. The selected individual will help ensure that Jericho Project has strong quality control systems to inform decision-making, improve program operations and maintain compliance with all government grant-related reporting and policy requirements.

Responsibilities:
- Provide technical assistance in the operationalizing, monitoring and evaluation of contractual goals and regulations.
- Facilitate the procurement and ongoing maintenance of government contracts or funding agreements including reading, record keeping, and responding to information requests from internal and external stakeholders.
- Assist in maintenance and execution of high-quality reporting including budget data, program descriptions and performance outcomes.
- Coordinate internal site monitoring visits and performance measurement reviews.
- Provide technical assistance in the development and implementation of corrective action plans to remedy underperformance.
- Aid in the implementation of quality improvement projects.
- Providing expertise on data storage structures, data mining and data cleansing.
- Managing master data, including creation, updates, and reconciliation across multiple sources.

- Data entry, building data collection tools, reporting, and analysis for internal and external stakeholders, across multiple database systems.
- Create custom reports and dashboards to share data across departments, teams, and the organization.
- Collaborate on the development and implementation of routine processes for monitoring data quality, accuracy, and completeness across all platforms.
- Conducts periodic chart audit and quality review of service documentation.
- Co-manage user roles, security, profiles, and other configuration options in the Electronic Health Record and other database systems.
- Provide support and training to users in the Electronic Health Record systems; trouble shoot and resolve issues across the data and reporting environment.
- Participate in projects to improve use of the Electronic Health Record, including working with staff and external consultants to implement enhancements to the system.
- Serve as backup System Administrator for Electronic Health Record and other systems.
- Supports director in the responsibility of data quality relative to program evaluation and policy compliance on a range of single or multiyear contracts with various entities (DOHMH, DHS, HRA, HUD, VA, CARF, etc.).
- Policy research, development and procedural implementation.
- Performs other related duties as assigned.

Requirements:
- Bachelor's degree.
- At least 2 years of experience with grants and contracts in government, healthcare, human services, or other related setting.
- Proficient in the use of Microsoft applications and business computing software including intermediate to advance experience with Excel, Word, Power Point, Outlook, Adobe.
- Excellent interpersonal, written, and verbal communication skills.
- Demonstrated experience in handling large data sets and relational databases.
- Ability to translate business requirements into non-technical, lay terms.
- Ability to analyze existing tools and databases and provide software solution recommendations and maintenance.
- Ability to work independently and collaboratively, set priorities and exercise sound judgment.
- Excellent attention to detail, strong project management, problem-solving and analytical skills.
- Knowledge of online systems preferred, including NYC HHS Accelerator, NYC Passport, NYC HMIS, AWARDS, TMS/NYCMED, CAPS, E-SNAPS and SAGE.
- Passion for Jericho's mission, values, and approach.

Compensation:
The salary range for this position is **$70,000.00** to **$75,000.00** *annualized*. Jericho Project offers a comprehensive benefits package. Employees are eligible for a merit increase annually. Merit increases are based on the employee's performance during the prior year.

How to Apply:

Interested applicants must submit a resume and cover letter with salary requirements to:

Human Resources Department
Jericho Project
Job Code: Quality Assurance Manager
245 W. 29th Street, Suite 902
New York NY, 10001
Fax 646.624.2301
careers@jerichoproject.org

No Phone Calls Please.

Jericho Project is an equal opportunity employer that does not discriminate in its hiring practices and, in order to build the strongest possible workforce, actively seeks a diverseapplicant pool. www.jerichoproject.org