Position:	**Deputy Chief of Quality Assurance and Government Contracts**
Location:	New York, NY
Reports to:	Chief Financial Officer
Status:	Full-time, Exempt

About Jericho Project

Jericho Project is a nationally recognized nonprofit that has been working to end homelessness at its roots since 1983. What began as a Manhattan soup kitchen has grown into a citywide organization serving nearly 3,000 New Yorkers each year—including over 700 veterans, as well as young adults and families, many of whom identify as LGBTQ+.

Jericho provides more than 600 units of supportive housing through seven permanent residences in the Bronx and Harlem, along with scattered-site apartments throughout New York City. Our housing-first model is paired with wraparound services delivered by skilled case managers, licensed mental health clinicians, and workforce development specialists. Together, these services support our four pillars of stability: housing, employment, wellness, and family.

In 2024, Jericho facilitated over 570 housing placements, helped secure nearly 275 job placements, and delivered over 750 therapy sessions through our in-house Jericho Therapy Program. As we move toward expanding our reach by an additional 2,000 units of housing, we remain committed to helping individuals and families build lasting independence and well-being—one person, one home, and one community at a time.

About the Position

Jericho Project is seeking a driven and enthusiastic Deputy Chief of Government Contracts and Quality Assurance. The incumbent will be responsible for managing procurement, renewal and compliance reporting of a range of government grants and contracts. The selected individual will be critical in ensuring that programs have full knowledge of all contract requirements, that Jericho Project is compliant with all government grant-related reporting and regulations and that, based on execution of contracts and information provided to finance, billed revenue is maximized. In addition, they will serve as the system administrator for various on-line reporting systems utilized by Jericho Project and coordinate Data Quality issues in the agency as well as lead the maintenance of Jericho's Commission on Accreditation of Rehabilitation Facilities CARF accreditation.

The FLSA status of this position is **Exempt**.

<u>**Responsibilities**</u>:

Contracts Management

> Responsible for submitting all documents required for contract renewals on single or multiyear contracts, in conjunction with program, operations, and finance staff (DOHMH, DHS, HRA, HUD, VA, etc.).
> Coordinate preparation of government grants and proposals in response to RFPs in conjunction with Executive Assistant, program staff, and/or Development Department.
> Respond to senior staff requests for information in a timely manner.
> Keep abreast of government/funding agency policy changes.
> Manage the HUD NOFO process and other submissions for the NYC CoC (HIC PIT, HOPE Count).
> Provide budget insights and analysis to inform senior management and the Finance department
> Monitor government contracts and grants for maximum spending and efficient use of resources.

Performance Measurement, Data Quality & Compliance Reporting:

> Serve as System Administrator, overseeing day-to-day activities and operations of a complex, highly customized Electronic Health Record used primarily for electronic case record management (AWARDS) including troubleshooting support and training
> Serve as System Administrator for internal Appfolio property management system
> Co-manage user roles, security, profiles, workflow rules, and other configuration options in the Electronic Health Record and Property Management system and serve as the backup to the IT Administrator.
> Troubleshoot and resolve user issues for external reporting platforms and data collection systems in collaboration with external system managers (Foothold Technology, OMH applications, DOHMH applications, CAPS and other HRA applications, HUD& VA applications).
> Collect program information to complete government progress reports and other funder required reports as assigned and required (DOHMH LOS, HUD APRs/SAGE, OMH MHPD and Bi-Annual Patient Characteristics Survey.).
> Manage monthly data uploads for HMIS (VA Repository, HUD - NYC CoC).
> Collaborate on the development and implementation of routine processes for monitoring data quality, accuracy and completeness across all platforms.
> Provide clinical and operational key performance indicator data to senior management, program directors, and property managers.
> Maintain and reconcile data quality for unit subsidy and social services criteria assignments for PSH portfolio across data systems
> Assist Property Managers (Managers of Building Operations) and Finance department in maintaining high quality information of supportive housing portfolio reporting and other administrative requirements for their grants/contracts including tenant rent collection, rental assistance payments, HQS inspections, and LIHTC Compliance
> Work with program staff to identify management info needs and if applicable, create custom reports and dashboards to share data across departments, teams, and the organization.

Continuous Quality Improvement (Risk Management & Quality Controls):

> Keep abreast of changing CARF requirements, lead relationships with CARF consultants and lead efforts to maintain CARF accreditation.
> Interpret and communicate CARF changes to program and senior staff.
> Work with agency staff to operationalize CARF standards and monitor their effective implementation.
> Monitor adherence to CARF standards and maintain related Survey Monkey data collection systems.

- Manage and participate in projects to improve use of the Electronic Health Record and property management systems, including working with staff and external consultants to implement enhancements to the system.
- Manage and highlight concerns about data management and oversee the integrity of data collection.
- Assist senior staff in design and implementation of procedures to bring operations into compliance with funders and regulations, monitor for ongoing improvement.
- Collaborate on development and implementation of quantitative systems to measure risk management performance improvement in areas such as Stakeholder Satisfaction, Provision of Evidence Based Practices, and Critical Incidents.
- Monitor completeness of Incident Management documentation and work with senior managers to highlight trends.
- Monitor completeness of the client grievance process and resolutions.
- Work with program staff, senior managers and MBOs to identify staff training needs around issues of compliance and data quality; in partnership with the Chief Program Officer, Chief Housing Officer, and Director of Training, develop and implement such trainings.
- Receive, analyze, and evaluate and implement requests for changes from users to determine organization-wide impacts including creating data collection tools, adding new fields; editing page layouts; creating list views, reports and dashboards, workflow and validation rules for AWARDS and Appfolio.
- Conduct audits for quality and completeness of records within programs and property management.
- Develop corrective action plans and processes to ensure contract compliance and continuous quality improvement.
- Supervise Contracts & Quality Assurance Managers.
- Serve as HIPAA Privacy Officer.
- Performs other related duties as assigned.

Requirements:

- Bachelor's degree with 8 years related work experience or Master's degree with 5 years related work experience (preferably in Human Services, or related field).
- At least 5 years of experience managing grants and contracts in government, healthcare, human services, or other non-profit settings.
- Experience successfully leading and managing teams.
- Knowledge of online systems preferred including: Grants.gov, NY State Financial System, NYC Passport, Grants Gateway, AWARDS, Electronic Health Record, TMS, E-SNAPS and SAGE.
- Ability to communicate with and effectively train staff on grants and use of systems.
- Passion for Jericho's mission, values, and approach.
- Proficient in the use of business computing software including intermediate to advanced experience with MS Office Suite, Google Workspace, Dashboard Software (Tableau, Power BI)
- Excellent interpersonal and communication skills, including presentation skills.
- Ability to work independently and collaboratively, set priorities and exercise sound judgment.
- Excellent attention to detail, strong project management skills, and ability to manage multiple complex tasks while maintaining composure under demanding deadlines.
- Flexibility in approach and willingness to adapt when necessary.

ADA SPECIFICATIONS

This position is largely sedentary in nature however one must possess the ability to speak, hear, see and write as well as the ability to use a computer and related software programs, and lift up to 25 lbs. Local and/or national travel required and may require some longer weekday/weekend commitments to accomplish related business projects or meet deliverables.

Compensation:

The salary range for this position is **$100,000.00** to **$130,000.00** *annualized*. **Salary negotiable**. 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 letters with salary requirements to:

Human Resources Department
Jericho Project
Job Code: Deputy Chief of Government Contracts and Quality Assurance
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 diverse applicant pool. www.jerichoproject.org