



Position: Quality Assurance Manager
Location: New York, NY
Reports to: Deputy Chief of Quality Assurance and Gov't Contracts
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 Quality Assurance (QA) Manager. The QA Manager will be responsible for supporting the Deputy Chief of Gov't 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.

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

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.
- Manage master data, including creation, updates, and reconciliation across multiple sources.
- Responsible for 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.).
- Conducts policy research and develops and implements procedures.
- Performs other related duties as assigned.

Requirements:

- Bachelor's degree (preferably in Human Services, or related field).
- At least 3-5 years of experience with grants and contracts in government, healthcare, human services, or related work experience
- Knowledge of online systems preferred, including NYC HHS Accelerator, NYC Passport, NYC HMIS, AWARDS, TMS/NYCMED, CAPS, E-SNAPS and SAGE.
- 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.
- 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.
- Ability to work independently and collaboratively, set priorities and exercise sound judgment.
- Excellent attention to detail, strong project management, problem-solving and analytical skills.
- Passion for Jericho's mission, values, and approach.

Compensation:

The salary range for this position is **\$75,000.00 to \$80,000.00 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.

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.

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 diverse applicant pool. www.jerichoproject.org