

**CLEVELAND RAPE CRISIS CENTER**  
**Job Description**

**Title:** Manager of Program Quality Assurance and Systems  
**Reports To:** Chief Program Officer

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**Position Summary:**

Under the supervision of the Chief Program Officer, Manager of Program Quality Assurance and Systems oversees and participates in the planning, coordination and implementation of CRCC's Programmatic Quality Assurance activities. This position is responsible for all program related technology and performs a variety of compliance functions relative to ethical and quality standards to ensure that the agency is prepared for periodic chart reviews, audits, and internal reports at all times. The Manager of Program Quality Assurance and Systems must think critically and strategically, communicate effectively, and be proactive and flexible in their approach to the work. The Manager supports the agency in maintaining compliance with state, federal and local laws, regulations, and contractual requirements for the provision of all CRCC services. This position provides guidance for technology and software upgrades to ensure that the organization is always equipped to deliver programs and services at the highest level. This includes the training of employees on new or improved programmatic systems. The Manager performs work of a specialized, confidential nature on matters that impact clients, counselors and contract compliance. Excellent organizational, administrative and communication skills and attention to detail are a must.

**Principal Duties and Responsibilities:**

**Program specific duties:**

- Ensures implementation and ongoing modification of Quality Assurance and Continuous Quality Improvement procedures as directed by the Chief Program Officer
- Collaborates with programs to ensure all records (treatment plans, daily progress notes and other documentation) are completed in accordance with the standards set by CARF/Medicaid, ADAHMS and others
- Coordinates and monitors Quality Assurance Standards Training Program for staff.
- Coordinates, conducts, and monitors the internal chart Review Process, monitors all forms for compliance to regulations and reporting requirements
- Develops and maintains organized systems for tracking documents and monitoring workflow
- Leads and participates in Quality Assurance Committee meetings

- Attends administrative meetings and functions as determined by CPO
- Supervises assigned staff.
- Assist other departments as needed with overlapping activities and data.
- Function as the Health and Safety Officer
- Provide administrative support to all client serving teams
- Function as administrator for all client program systems, specifically Apricot, iCarol and automatic appointment reminder
- Comprehensive management of all client files, and client data base
- Maintain direct service forms and client assessment packets
- Train employees on entering of client services information into agency database
- Data base management
- Technology coordinator for setting up new programmatic locations
- Performs any other tasks as assigned by CPO and CFO

**Administrative duties:**

- Budgets and purchases all technical equipment including computers, printers, phone systems etc.
- Liaison to technology service providers
- Performs technology and ethics related employee training

**Other:**

- Various other duties as assigned

**Minimum qualifications, skills**

**Education and Experience**

- BS Degree in Information Science or Social services with a minimum of (2) two years of experience in database management, MS Word and Excel, information/materials development, and desktop publishing programs required. Work with highly confidential medical files and records experience a plus.

**Skills and Requirements**

- Individuals with training experience preferred
- Computer competencies in Microsoft Office
- Must be detail-oriented
- Skills in compiling and analyzing data
- Skills in managing and coordinating multiple tasks with complex components
- Good communication (written and verbal)
- Comfort with and sensitivity to needs/expectations of clients and professionals with varied ethnic, socioeconomic, and philosophical perspectives
- Knowledge of sexual assault issues and the impact on victims and families preferred
- Ability to function as team member of a unit and the agency as a whole

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- Must have schedule flexibility on occasion
- Must adhere to professional ethics and agency policy on confidentiality

**Hours of Work:**

This is a full time nonexempt position (40-hours a week). Work hours are 9am-5pm.

Cleveland Rape Crisis Center is dedicated to building a culturally diverse and pluralistic staff committed to teaching and working in a multicultural environment. Qualified applicants will receive consideration for employment and will not be discriminated against based on race, color, religion, sex, sexual orientation, gender identity/expression, national origin, disability status, protected veteran status, or any other characteristic protected by law.