



Refugee Women's Alliance (ReWA) is a nationally recognized multiethnic nonprofit organization that provides award-winning services to refugee and immigrant women and their families in King and Snohomish Counties.

JOB OPENING

POSITION TITLE: Quality Assurance Coordinator
REPORTS TO: Executive Director
STATUS: Non-exempt Regular Full Time (37.5 hrs/wk)

SUMMARY:

The Quality Assurance Coordinator reports to the Executive Director, providing support and guidance to ReWA's community leadership, strategic initiatives, and impact efforts through quality improvement. The Quality Assurance Coordinator will be tasked with integrating, streamlining, and enhancing programs to achieve desired agency-wide programmatic outcomes. The Quality Assurance Coordinator will also be responsible for collecting and organizing program data and providing recommendations for continuous program improvement.

ABOUT REWA:

ReWA promotes inclusion, independence, personal leadership, and strong communities by providing refugee and immigrant women and their families with culturally and linguistically appropriate services. ReWA advocates for social justice, public policy changes and equal access to services while respecting cultural values and the right to self-determination.

Our clients come from more than 70 countries across the globe, including Africa, Southeast Asia, and the Middle East. ReWA provides social services to every member of a refugee or immigrant woman's family, from infant to senior. These services, delivered in more than 50 languages and dialects, are designed to make a long-lasting impact in our clients' lives and help them thrive in the Puget Sound community.

RESPONSIBILITIES:

- Review and evaluate program goals with department leads, establish, and implement measurable goals for ReWA's Impact Agenda, leading the Quality Improvement Plan (QIP) committee and other administrative committees as assigned by the Executive Director
- Assess priorities, create, and execute timelines, continuously monitor, and evaluate QIP goals. Work with internal and external stakeholders to successfully execute strategies and develop related tasks.
- Provide quarterly and yearly QIP report to the Executive Director
- Demonstrate understanding and knowledge of ReWA programs to effectively create strategies in partnership with the Executive Director
- Assists in researching evidence-based best practices in case management and housing, employment, behavioral health, youth, and domestic violence programming.
- Assists with the development, implementation & coordination of quality improvement/assurance systems.
- Assist with the coordination and review of individual client records (case reviews) to assess compliance with contractual requirements and evaluate the quality of service provision.
- Review database systems for data quality management of electronic client records.
- Assist with effectively training colleagues & communicating technical information pertaining to database systems
- Collects and organizes reporting from database systems or assists in data collection and analysis.
- Makes recommendations for continuous program improvement.
- Maintains high standards of confidentiality of client data and records.
- Attends internal and external meetings as required to stay abreast of agency program developments and industry best practices.
- Assists with audit preparation and reporting
- Collaborate with department Directors to ensure implementation of organizational strategy is done with fidelity and centered on the needs of people ReWA supports
- Address and manage complex issues to achieve desired results, including the ability to gather, interpret, and use relevant data to drive strategy development, make decisions, and drive results
- Model a community-centric work style through leadership and personal accountability towards inclusive practices
- Other tasks as directed by Executive Director.

MINIMUM QUALIFICATIONS

- Bachelor's degree required, Master's degree is preferred
- Passion for ReWA's mission, vision and commitment to social justice and racial equity
- A track record of success in nonprofit operations and administration

- Experience designing and operating programs and conducting data-driven continuous improvement processes
- Exceptional planning, organizing, and prioritizing skills to meet multiple demands and deadline sensitive projects
- Self-directed with exemplary follow-through, team player, accountable for scope of responsibility
- Ability to maintain professionalism and confidentiality in sensitive, complex and/or controversial situations
- Ability to work in a multiethnic environment, showing sensitivity to and respect for diverse cultures and supporting ReWA's culture of justice, equity, diversity and inclusion
- Demonstrated interpersonal and technical skills to include proficiency with Microsoft Office, Salesforce, Tableau, as well as an affinity for technology
- Strong written and oral communication skills and ability to work with others

BENEFITS: Medical, Dental, Vision, LTD, Life insurance, vacation, sick leave, paid holidays, 403(b) plan

TO APPLY:

https://workforcenow.adp.com/jobs/apply/posting.html?client=rewa&cclid=19000101_000001&type=JS&lang=en_US

ReWA is committed to a diverse candidate pool, values and inclusive workforce and workplace environment and wishes to minimize or eliminate the impact of implicit bias during the search and hiring process. Women, minorities, and other underrepresented groups are especially encouraged to apply.

BACKGROUND CHECKS:

ReWA is committed to providing a safe and secure staff and client environment. Employment at ReWA is contingent upon a successful background check on each new employee. Candidates to whom an offer of employment is made will be required to sign a Release of Information Form authorizing ReWA to conduct a thorough background check

CLOSING DATE:

Open until filled

EQUAL OPPORTUNITY EMPLOYER

ReWA is committed to the principle of equal employment opportunity for all qualified individuals. All employment decisions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, family or parental status of any other status protected by the laws or regulations in the locations where we operate.