

Position: Director of Performance & Quality Improvement

Reports to: Chief Programs Officer

FLSA Status: Exempt

Full or Part-time: Full-Time

Summary:

HOPE Atlanta, one of the region's oldest non-profits, provides essential and emergency services aimed at preventing homelessness and promoting self-sufficiency among vulnerable populations. The organization champions community impact through comprehensive support services and strategic partnerships.

The Director of Performance and Quality Improvement is a pivotal role within HOPE Atlanta, responsible for leading the Continuous Quality Improvement (CQI) department. This includes overseeing departmental outputs, ensuring CARF accreditation compliance, and enhancing process efficiencies across the organization. Key responsibilities of this role encompass developing evaluation strategies, managing data processes, regulatory compliance, and leading various quality improvement projects.

Primary Responsibilities

- Lead the development of grant reports, annual outcomes, board reports, and committee reports through thorough process, research, and outcome evaluations.
- Offer recommendations on process improvements, procedural enhancements, data collection, and evaluation design & implementation.
- Develop and implement evaluation, technology, and workflow strategies that align with and support agency growth, sustainability, and community impact.
- Enhance agency knowledge to boost programmatic effectiveness and efficiency, including service and administration outcome development and analysis.
- Manage the development and update of agency measurement tools and support CQI and evaluation for new programs or services.
- Design data monitoring processes and develop logic models and evaluation plans for all agency services.
- Serve as a representative at community events and meetings with external stakeholders, establishing and maintaining crucial partnerships.
- Maintain expert knowledge of all Electronic Client Record (ECR)/Client Record Management (CRM) systems including Salesforce and the Homeless Management Information Systems.
- Respond to data requests, manage the monthly Program Scorecard, and review quality assurance reports.

- Support staff training and provide monitoring for corrective actions.
- Perform data analysis to identify trends and inform organizational initiatives.
- Develop outcomes and data reports using various visual aids and present data processes and outcomes for evaluation.
- Conduct comprehensive departmental audits to ensure adherence to internal standards and regulatory compliance, identifying areas for improvement and implementing corrective measures to enhance operational effectiveness.
- Ensure external audit readiness for governing bodies such as HUD, DBHDD, DCA, VA, and CARF.
- Oversee compliance activities across the organization, ensuring that all departments consistently meet CARF standards and other regulatory requirements, and prepare detailed reports for senior management on compliance statuses and audit outcomes.
- Oversee CARF accreditation compliance and maintain standards throughout agency departments.
- Collaborate with Executive Leadership team and department leaders on CQI activities and program evaluation.
- Plan, oversee, and lead various continuous quality improvement projects.

Knowledge, Skills, & Qualifications

Knowledge:

- Deep understanding of Continuous Quality Improvement (CQI) principles and practices.
- Expert with range of Electronic Client Record (ECR)/Client Record Management (CRM) systems including Salesforce and Homeless Management Information Systems.
- Familiarity with regulatory compliance and accreditation requirements, particularly CARF standards.
- Proficient in program planning, evaluation methodologies, and both qualitative and quantitative data analysis.
- Knowledgeable about the audit processes for various governing bodies such as HUD, Department of Behavioral Health & Development Disabilities, Veterans Affairs, and CARF

Skills:

- Exceptional interpersonal and communication skills, with the aptitude to engage effectively with staff, clients, stakeholders, and community partners.
- Technologically savvy with experience in utilizing digital tools for program management, reporting, and service delivery.
- Strong leadership and project management skills to oversee complex quality improvement and program evaluation projects.
- Advanced analytical skills to develop tools for data collection, analysis, and visualization, facilitating comprehensive evaluations and reports.
- Exceptional interpersonal and communication skills for maintaining relationships with key partners and stakeholders.
- Capability to conduct comprehensive departmental audits and identify actionable insights for operational improvements.

- Proficient in using technology, and workflow tools to streamline data collection and analysis processes.
- Ability to think long-term and create actionable plans that align with the organization's mission and goals.
- Demonstrated skill in identifying issues, understanding their root causes, and devising effective solution recommendations.
- Ability to manage multiple projects, deadlines, and priorities efficiently.

Qualifications:

- Required: Master's Degree in Social Sciences, Public Health, Public Administration, or Evaluative Research or similar relevant field.
- At least 5 years of relevant experience in compliance, continuous quality improvement, data analysis and/or research in the corporate/private or public/nonprofit sectors
- Experience with qualitative and quantitative data collection and analysis.
- Advanced proficiency in Microsoft Excel, Salesforce, and visual communication tools like Lucidchart, Miro, Trello, etc.
- Demonstrated experience in managing and speaking the language of technology vendors and engineers.
- Experience with CARF accreditation processes is a significant plus.
- Proficient in MS Office Suite, Homeless Management Information System Client Track, and database systems, etc.
- Possess a valid Georgia driver's license, with a good driving record and reliable transportation, required.