



# ***Journey of Hope***

## ***Director of Quality & Performance Improvement***

**Reports to:** Executive Vice President of Immigrant Children's Services

**Hours:** Full-time, exempt position with flexibility.

**General Statement of Duties:** The Director of Quality & Performance Improvement will oversee policy implementation, data tracking, and program training efforts and is expected to develop and maintain a team approach in carrying out these areas of the program while working collaboratively with the Executive Vice President of Immigrant Children's Services. ORR will have final approval of any candidate that is hired for this position.

**Essential Functions:**

1. Promotes the Mission and philosophy of Holy Family Institute.
2. Demonstrates leadership.
3. Gives leadership, guidance, support and direction to direct reports; ensuring efficient work flow.
4. Leads efforts in the areas of training, policy development, data analytics, and PSA compliance.
5. Maintains client confidentiality.
6. Oversees the professional development efforts.
7. Oversees incident data tracking.
8. Assists and promotes acculturation in a culturally sensitive way.
9. Develop and maintain professional and supportive relationship with all agency staff, volunteers, ORR, CYF, ICE, VERA, and community.
10. Handle unanticipated events and crisis situations in a positive constructive manner- respond personally to clients, family members, sponsors, volunteers and community leaders.
11. Handles and supervises the carrying out of staff disciplinary action.
12. Assists with staff orientation and training.
13. Participate in the on-call rotation and follow the procedures when serving in an on-call capacity.
14. Models and assists in the implementation of the HART and Trauma-Informed Care.
15. Adheres to ORR, DPW, State licensing and HFI policies and procedures.

16. Maintain standards of quality and compliance in accordance with HFI standards.
17. Exhibits cultural competency and sensitivity.

**Minimum Requirements:**

Master's preferred in social work or a related field with 5 years experience in program management. Must have Act 33, 34 and FBI Clearances. It is preferred that candidates are fluent in both English and Spanish (read, write and speak), not required. EOE