



# ***Journey of Hope***

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

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

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

**MISSION AND NEED:** Holy Family Institute (HFI) is a 120-year-old Catholic organization with an impeccable history of serving children and families in the Pittsburgh Region. We are one of Pittsburgh's largest social service organizations operating 15 programs in three counties. We are an independent organization guided by Catholic Social Teachings and serving people of all faiths and backgrounds.

**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.

*Please Note: Candidates will be required to show proof of being fully vaccinated against COVID-19 upon commencing employment. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law. Applicants should be aware that for client-facing roles, particularly those involving close contact with vulnerable individuals, accommodations that involve remaining unvaccinated against COVID-19 may not be deemed reasonable. The Company will engage in the interactive process on an individualized basis in light of each particular role.*

### **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 ability to obtain Act 33, 34 and FBI Clearances. EOE

**COMMITMENT TO SOCIAL JUSTICE**

Holy Family Institute and its affiliated organizations are committed to an environment that respects and values every human being and individual differences. We will invest time and resources to create an inclusive environment for all of our stakeholders. This means we will respect diversity that includes race, ethnicity, gender, socioeconomic status, education, disability, language, and sexual orientation. We also believe that we should be "Faithful Listeners" and embrace diversity of ideas, perspectives, and values. We believe in providing access, opportunity, fair treatment, and advancement for all people. Believing that "God is Found in Everyday Activities" we will do our best to eliminate barriers that prevent full participation in our programs and services. We believe "Loving Relationships" means that all are welcome, all are neighbors, and there are no exceptions. With this belief we aim to create an environment in which any individual or group can feel welcomed, respected, supportive, and valued.

**Holy Family Institute is an Equal Opportunity Employer**