



The community's go-to for supporting and empowering change.

Quality Assurance Specialist

HelpLine is seeking a skilled Quality Assurance Specialist. The Quality Assurance Specialist is responsible for leading the development, implementation, and maintenance of QA/CQI processes with a primary focus on the 988/National Suicide Prevention Lifeline programming but also the overall agency process. This position will be responsible for organizing regular assessments of all program and agency processes, goals and outcomes as they relate to quality. The Quality Assurance Specialist is responsible for working with teams to identify areas needing improvement by reviewing policy, procedures, training, business practices, and available data to ensure compliance with funder contractual obligations and accreditation standards as well as to maintain standards of excellence in programming and agency administration. This position is 40 hours per week with benefits and reports to executive management. This is not simply a compliance role. This position must work effectively and personably with fellow team members to help build investment and value around excellent customer service and high expectations of all aspects of agency performance while helping to celebrate successes and reinforce positive change.

RESPONSIBILITIES

- + Coordinates the agency quality assurance/CQI process, based on key performance metrics to meet the goals of innovation and excellence in service delivery and administrative processes with a primary focus on 988, the national suicide prevention lifeline, a new statewide program.
- + Maintains up-to-date knowledge of related policies and procedures as well as trends/best practices in the non profit, behavioral health industry including those specific to 988;
- + Works closely with leadership to ensure that we are implementing accreditation and any statewide or local policies, procedures, and training and monitoring ongoing compliance with standards as appropriate.
- + Develops, implements, and oversees internal and external data reports; Submits any required data as requested and in accordance with proscribed deadlines.
- + Ensures a comprehensive Quality Assurance/CQI plan that meets all requirements and is updated regularly.
- + Gathers and analyzes data, and prepares clear and concise documentation, reports, and correspondence that reflect relevant facts to provide a quality analysis of programming.
- + Represents the agency in statewide partnerships that support quality assurance program development, implementation, monitoring, and evaluation. E.g Attends monthly community of practice meetings with 988/National Suicide Prevention Lifeline providers focused on data collection, analysis, and data-driven quality improvement planning activities.
- + Establishes and maintains effective and collaborative internal cross-agency and external stakeholder relationships where needed.
- + Works with Cultural Inclusion and Equity Committee to examine equity of services across sub-populations and make improvements as needed.
- + Assists in developing and implementing QA/CQI tools such as QA software, assessments, audits, and reports.



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- + HelpLine's values emphasize team. We believe in pitching in, respecting and supporting each other in our work and working together to meet our mission.

REQUIRED QUALIFICATIONS

- + Bachelor's Degree in Social Services, Public Health, or a related field
- + Demonstrated experience with the QA/Continuous Quality Improvement process as it relates to nonprofit service organizations and preferably behavioral health.
- + Excellent interpersonal skills; strong oral and written English language skills; ability to tailor communication to individual needs
- + Outstanding organizational skills and attention to detail required
- + Ability to work with multiple entities facilitating meetings
- + Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups.
- + Able to utilize various forms of computer technology, including Microsoft Office including excel spreadsheets, Google platforms.
- + Demonstrated experience with data collection, analysis, and developing reports.
- + Strong analytical and problem-solving abilities.
- + Ability to take the initiative and seek information from available resources.
- + Flexibility and ability to manage concurrent projects
- + Ability to work independently as well as part of a team and take direction when needed
- + Ability to adapt to changes in the work environment and job duties.
- + Ability to manage projects and effectively prioritize tasks, and meet deadlines
- + Ability to pass Background Check and Motor Vehicle Registration check

Although not required the following skills/abilities are highly desirable:

- + Experience in the area of crisis/behavioral health
- + Advanced knowledge of excel functionality

WHY WORK FOR HELPLINE

HelpLine is a financially stable, longstanding (50+ years) non-profit providing a broad spectrum of social services to eight counties. We are committed to living our values and investing in our people. This means our benefits reflect equitable wages, culture of self-care, inclusive practices and access to growth opportunities:

- + Full-time non-exempt position with competitive salary with personal growth and professional development opportunities.
- + Outstanding total rewards package, which includes but not limited to:
 - o 100% employee health, life, dental and Long Term Disability (LTD) premium coverage



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- Simple Individual Retirement Account (IRA) – annual 2% HelpLine contribution, no match requirement and vested at enrollment.
- Voluntary life insurance and other optional benefits are available.
- Employee assistance program
- + Earned vacation, sick and flex time.
- + Mileage reimbursement for all work-related travel.

HOW TO APPLY

For full consideration, please submit a cover letter and resume to Susan Hanson, Executive Director at shanson@helplinedelmor.org. Applications will be accepted until position filled.

ABOUT US

As the community's only comprehensive 24/7 resource, we are the go-to for supporting and empowering change. Our highly trained specialists offer compassionate support to anyone in crisis or in need of information, connecting people with the right community resources and empowering them to thrive. Our prevention programs promote and advocate for emotional health and wellness through addressing suicide and depression, sexual assault, and family violence to influence change in our community. These programs are rooted in our relationships with local non-profits and agencies, giving us the connections and knowledge to get community members the support, education and volunteer opportunities they're looking for. For more information, visit helplinedelmor.org.

HelpLine provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, religion, age, sex, sexual orientation, disability status, gender identity or any other characteristic protected by federal, state or local laws.