



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

## Quality Assurance Director

HelpLine of Delaware and Morrow Counties, Inc., (HelpLine), a non-profit social service agency, is seeking a proven, experienced, detail-oriented, researcher, analytical, self-directed, evaluator of behavioral/mental health and organizational programs data collector, complier of reports and presenter of findings to internal and external constituencies to consider the role of **Quality Assurance Director** at HelpLine.

HelpLine is a financially stable, long-standing (50+ years), and growing non-profit providing a broad spectrum of social services to 8 county areas. We are the community's "go-to" comprehensive 24/7 – 365 crisis resource provider with an emphasis on providing support to help-seekers and empowering change.

This is a full-time, 40 hour per week, salaried, exempt position reporting to the Executive Director. The salary range is \$ \$69,000-\$74,000.00 with the full complement of available benefits. This position is eligible for HelpLine's Alternative Work Arrangements/Schedule (AWAS) program. The work location is Delaware, Ohio.

### RESPONSIBILITIES

- + Lead and manage HelpLine's quality assurance efforts as well as the internal Quality Assurance Committee. This includes, but not limited to, researching, developing, evaluating and monitoring HelpLine's progress meeting program outcomes.
- + Coordination and implementation of HelpLine's continuous quality improvement process.
- + Develop and implement an internal audit process that supports the development of an internal program evaluation.
- + Assess programs for workflow enhancements to increase efficiency while at the same time improving service delivery and outcomes.
- + Leads and/or assists with HelpLine and program accreditation process.
- + Attend and participate in internal and external meetings and events.

### REQUIRED QUALIFICATIONS

For full consideration the successful candidate must have:

- + Associates' Degree (preferably in mental/behavioral health, social work or related field)
- + 8 years of work experience with at least 3 years in a leadership role and a minimum of 6 months of direct research experience in quality assurance or a related field.

## 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 exempt position with competitive salary with personal growth and professional development opportunities.
- + Outstanding total rewards package, which includes but not limited to:
  - o 100% employer paid employee health, life, dental and Long-Term Disability (LTD) premium coverage.
  - o Simple Individual Retirement Account (IRA) – annual 2% HelpLine contribution, no match requirement and vested at enrollment.
  - o Voluntary life insurance and other optional benefits are available.
  - o Employee assistance program.
- + Earned vacation, sick and compensatory time, holidays (12) and wellness days (4).
- + Mileage reimbursement for all work-related travel.

## HOW TO APPLY

**For full consideration, please submit a cover letter, resume, and three (3) professional references to Dr. Tonia Pace, Executive Director at [tpace@helplinedelmor.org](mailto:tpace@helplinedelmor.org) by June 30, 2025.**

## 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, child sexual abuse 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](http://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.