



Support and
Shelter for
Overcoming
Homelessness

Job title	Quality Assurance Specialist		
Reports to	Quality Assurance Supervisor	Position Status	Full Time
Salary Range	\$14.50 to 26.00/hr DOE	Assignment	Regular/Benefited
EEO Class	Specialist	FLSA Status	Exempt
Shift	40 hours, Monday – Friday, 8:00AM to 5:00PM		

Job Summary

The Quality Assurance (QA) Specialist's primary responsibility is to help ensure The Road Home is operating programs in accordance with all grant and funding regulations, as well as within the agency's own high quality standards. The QA team is an important support role for other departments in the agency and works to increase knowledge and understanding of the data and compliance needs of each department.

This position requires a high degree of organization, attention to detail, and the ability to learn new tasks. This position will interact with many departments of The Road Home and must be able to accept changing roles and priorities as necessary. The QA specialist position must meet critical deadlines for reporting and other tasks, therefore this position requires flexible scheduling and the ability to complete tasks on short notice, occasionally outside of normal business hours. Successful applicants should also be interested in or proficient at reading contracts and regulations, preparing trainings for internal staff, and collaborating with other teams and agencies.

We are looking for a passionate self-starter interested in working for a learning based agency that operates Utah's largest emergency shelter and resource center as well as an effective performance driven housing program for individuals and families exiting homelessness.

Duties and Responsibilities

1. Review contracts, regulations, and internal policy and procedures and update procedures, teams, and forms as changes occur
2. Maintain expertise on assigned contracts, regulations, and departments
3. Ensure that processes are efficient, streamlined, and mission-focused
4. Collaborate with program supervisors to ensure program compliance and fidelity, documentation accuracy, and interdepartmental collaboration
5. Collaborate with QA and Information Technology (IT) teams to perform regular data and information quality maintenance tasks to support agency departments
6. Complete and distribute data quality feedback mechanisms to appropriate departments

7. Prepare reports for assigned contracts and collaborate with other departments to facilitate reporting needs of that department
8. Identify areas for potential improvement, training needs, and organize training interventions to meet quality standards
9. Maintain an organized filing system and develop mechanisms to improve existing systems
10. Assist other team members or departments on large projects as needed
11. Other duties as assigned

Education and Experience

1. Bachelor's degree from an accredited college or university (or equivalent) - *preferred*
2. Experience with relational databases and report writing software - *preferred*
3. Experience working with diverse populations – *preferred*
4. Experience working with Federal, State or local grant sources - *preferred*

Skills and Requirements

1. Strong belief in the Housing First model
2. Strong interpersonal skills and ability to work with diverse populations
3. Excellent writing and documentation skills
4. Proficient in Microsoft Office programs including but not limited to Word, Excel, PowerPoint, and Access or other database systems
5. Willing to be a proactive member of a team
6. Willing to diligently work to complete tasks and projects within deadlines
7. Ability to work with community partners
8. Self-starter and self-directed
9. Positive, energetic personality with a strong work ethic
10. Dependable and reliable
11. Ability to take direction and accept feedback from staff at all levels
12. Able to communicate effectively and handle difficult situations with professionalism, compassion and from a Trauma Informed Care perspective.
13. Must be able to pass a pre-employment background test and drug screen

Physical and Equipment Requirements

Lifting up to 25 lbs. (files, file boxes)

Ability to stand and walk for at least an hour at a time

Instructions to Apply

To apply, please email resumes@theroadhome.org. Please include the job title **Quality Assurance Specialist** in the subject line.

The Road Home is an Equal Opportunity Employer