

SAMARITAN HOUSE POSITION DESCRIPTION



Neighbor helping Neighbor

www.samaritanhousesanmateo.org



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| Position Title: | Program Quality & Compliance Specialist |
| Candidate: | TBD |
| Department: | CES Program |
| Supervisor: | CES Program Manager |
| FLSA: | Full Time/Hourly/Non-Exempt |
| Salary Range: | \$21.00 per hour |
| Effective Date: | ASAP |

Since 1974, Samaritan House has grown to become San Mateo County's leading non-profit that brings a new level of hope, dignity, and empowerment to people living in poverty as they fulfill immediate needs and guide people to self-reliance. Recognized as a role model in the community, Samaritan House is the largest food distribution agency in the county. Its other free services include shelter and housing assistance; medical and dental clinics; clothes for children; personalized case management and much more. We do this with the help of an excellent team of dedicated staff and volunteers. People who come to Samaritan house are welcomed with a smile by friendly, helpful staff, which quickly builds trust and breaks down the stigma associated with being in need. They also discover that Samaritan House takes a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards a status of self-reliance. At Samaritan House we strive for excellence and leverage community resources to find and implement creative solutions for our community's needs.

We believe in providing our team with supportive work environments and opportunities for development. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics. We welcome candidates who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate community helping our neighbors in need.

Within our Coordinated Entry System Program we deliver services known as Diversion. Diversion is a type of case management used to leverage homeless clients' own resources and resiliency to secure housing arrangements that end the household's homelessness. This strategy prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary connect them with services and financial assistance to help them return to permanent housing. The Program Quality and Compliance Specialist position is the support system to ensure the program's success in meeting the goals and outcomes as directed in the grant contracts.

Under the direct supervision of the CES Program Manager, this position is responsible for ensuring Samaritan House is compliant with all assigned program grant agreements (primary focus with the Coordinated Entry System (CES) Program) and the tracking and reporting of efficient and effective program data. The Program Quality & Compliance Specialist will provide the CES program with quality assurance oversight as well as data accounting and reporting for departmental grants to ensure accurate and timely monitoring and reporting with funder. This position will be responsible for oversight and tracking of CES program data in collaboration with Samaritan House's Data Department and serve as a liaison with San Mateo County's Human Service Agency and other County departments as assigned.

The Program Quality & Compliance Specialist will collaborate closely with seven other Core Network Agencies in San Mateo County to provide data services and collect outcome statistics both onsite and through the use of technology. This position is required to occasionally travel between our Agency's offsite locations including to the seven Core Net Work Agencies in San Mateo County. Final candidate must have the ability to work flexible schedules as required including weekends, days, nights and holidays. Position will require travel between Agency and Core Network sites located in various municipalities within San Mateo County. Position will work through and along with the Agency's Data Department as well as within all federal, state, county, municipal, agency and other local regulations and policies.

JOB QUALIFICATIONS AND REQUIREMENTS

Please note our preferred and in some cases required qualifications for this position:

Education- Bachelor's Degree in social or human services or related field including policy management or non-profit management. In some cases related and comparable work experience may be considered in lieu of education requirements.

Experience-

- Excellent experience and high level computer proficiency including excellent knowledge of Microsoft Office Suite and windows based operating systems. Ability to quickly learn a variety of database systems. Preferred experience with ETO, Avatar, Clarity or Salesforce Nonprofit systems.
- Minimum 2 years with data management and reporting – includes successful development of data reporting tools, improving the workflow of an organization's data reporting systems, and assisting with data audit preparations.
- Minimum 2 years of experience working in the Human Service Field, including advocacy or case management services
- Experience working with San Mateo County's Human Service Agency or Housing Authority preferred;

Skills and Abilities -

- Strong and timely data entry, data management, and reporting skills. Ability to interpret and report data; and present information in small or large group settings. Ability to produce high quality work thoroughly and with great accuracy-minimal corrections and work re-do.
- Outstanding organizational, multi-tasking, time management and prioritization skills is required in this position; ability to work in fast paced work environment and meet deadlines under varying working conditions. Strong ability to quickly adapt to any changes and follow through with competing priorities.
- Excellent written and verbal Communication Skills required. Candidate must be able to consistently, regularly, effectively and clearly communicate with Samaritan House constituents/service users.
- Strong high level mathematical and analytical skills required.
- Ability to exercise sound and timely judgment and exhibit excellent professionalism under normal and unusual conditions. Clear understanding of the importance of maintaining professional boundaries with all Samaritan House constituents. Ability for sound reasoning.
- Excellent understanding of administrative/customer service and ensuring work with constituents/service users is managed in a pro-active solution focused manner to achieve program objectives. Strong pro-active problem solving skills.
- Excellent interpersonal and relationship building skills. Strong self-starter who is able to successfully work with teams. Be resourceful and persistent as needed.
- Proven ability to conduct all business with the highest of ethical standards, within agency values and with great integrity. Ability to maintain confidentiality in all aspects of the work environment.
- Candidate must be able to regularly travel between the Agency's various sites; valid driver's license, good driving record and a registered and insured vehicle required.
- Strong understanding and ability to comply with complex governmental (all levels) and agency regulations, policies and procedures demonstrated through comprehensive document compliance efforts and activities.
- Flexible schedule required to work early mornings, days, evenings, weekends or holidays as the program necessitates and as assigned.

PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

References will be conducted by Samaritan House prior to employment. Shelter and CES Program staff will undergo criminal background checks. Final candidate must have the physical, visual and auditory ability to perform the essential functions of the job, ensure a safe/secure work environment and respond to any emergencies with or without reasonable accommodations. Position requires large amounts of computer work; therefore candidate must have the ability to maintain focus for extended periods of time to complete computer work. Must physically be able to drive to assigned site(s). Regular and repeated use of hand motions for computer data entry and writing. Candidate should have the physical ability to occasionally lift and/or move items (approximately 15 lbs.). Regular sitting and occasional walking, carrying, reaching, speaking, listening for extended periods of time. Work environment can be high stress and fast paced due to competing deadlines.

ESSENTIAL FUNCTIONS OF THE POSITION

1. Provide excellent quality and timely administrative services to program/agency/constituents/service users with safety, respect, timeliness and effectiveness. This includes sustained professional boundaries with all constituents this position will interact with.
2. Support and perform data entry, management and reporting at all levels for CES program or as assigned.
3. Ensure accurate grant compliance and reporting-
 - a. Review grant and contract agreements prior to execution to certify programmatic data collection methods will ensure compliance.
 - b. Ensure effective tracking and reporting of all program data.
 - c. Ensure reliable and accurate data measurements are reported

- d. Collaborate with Agency Data Dept. as needed
 - e. Assist in preparing weekly, monthly, quarterly and annual statistical reports.
 - f. Assist in the production and analysis of reports to assess program effectiveness
4. Partner with CES Program Manager to develop, implement and track compliance with Quality Assurance/Quality Control (QA/QC) protocols for each grant (at a high level threshold to be determined) Engage effectively and constructively with Supervisor to handle data concerns/issues as needed. Provide recommendations for policy/procedural changes for program data management.
 5. Support program staff and data team with monitoring/audit preparation
 6. Oversee program data reporting accuracy, reliability, and validity across assigned programs.
 7. Serve as point of contact with San Mateo County's Human Service Agency or other related County agencies in regards to Bitfocus Clarity Databases on occasion or as assigned.
 8. Provide Administrative Support to CES Program Manager; Associate Director of Programs and Services and COO as needed, which includes but is not limited to writing and editing data reports; providing data and statistics (inputs, outputs, outcomes, etc.) for grant development and/or report purposes; develop programmatic dashboards; contribute to productivity reports; improving workflow as related to data collection, etc.
 9. Ensure confidentiality at all times
 10. Conduct all business and work within federal, state, county, municipal, industry and agency regulations, policies and procedures. Advocate for the mission of the organization and uphold the agency's values.
 11. Provide active data support as assigned to Agency Data Department and CES Diversion Specialists
 12. Meet regularly with staff as needed to discuss program data operations, keeping them informed and allowing for input related to data management.
 13. Demonstrate and work within Samaritan House values in all dealings with all Samaritan House constituents including but not limited to clients, staff, leadership team, etc.
 14. Represent the organization in a professional and courteous manner at all times internally and externally.
 15. Report and complete any necessary incident reports within 24 hours. Review the incident report(s) and discuss with Client Services Supervisor, as needed.
 16. Attend trainings and meetings as assigned including, but not limited to, case management meetings, staff meetings, and meetings with other service providers in the community as required.
 17. Other duties as assigned.

HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE
 Director of Human Resources
 4031 Pacific Blvd San Mateo, CA 94403
 E-mail: hr@samaritanhouse.com Via facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. *Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.*

ACKNOWLEDGMENT

Please sign below in acknowledgment that you have received and understand the job description of the CES Program Diversion Specialist. Assigned Program: CES

 Employee Signature Date

 Supervisor Signature Date

 Director of Human Resources Date