

CLEVELAND HOUSING NETWORK, INC.

Quality Assurance Supervisor

REPORTS TO: Utilities Assistant Manager

POSITION SUMMARY

This position is essential to supporting the quality assurance efforts of the utility assistance programs, and supporting staff at the community sites. Under the Administrative direction of the Utilities Assistant Manager the Quality Assurance Supervisor will oversee implementation of the Prevention, Retention and Contingency (PRC) Program, Community Sites, Departmental Professional Development and Reporting system.

RESPONSIBILITIES

- Complete Quality Assurance review of PRC program, community sites and programs as assigned.
- Ensure the PRC Program implementation is in compliance with Cuyahoga County Policy, procedures and contract requirements.
- Develop a reporting system for community sites and Identified areas as needed with the goal of uniform program implementation at the sites
- Oversee the day to day operations at community sites and coordinate trainings and processes as needed.
- Develop and Implement departmental trainings for professional development as needed
- Communicate clear policy changes and current guidelines with staff
- Travel to community sites, community events and/or Homes as needed
- Must be a person of integrity, initiative, compassion and the ability to maintain composure in a high volume office setting.
- Maintain a high level of customer service and professionalism at all times.
- Ability to work well in a team environment
- Attends trainings, meetings, and information sharing sessions
- Performs other related duties as assigned
- Complete Administrative and Intake duties required as needed

QUALIFICATIONS:

- Bachelors Degree preferred in social service field OR equivalent work experience in the social service field
- Minimum 4 years experience working with the public in a social service environment, involving interviewing, collecting, organizing, analyzing and interpreting complex data.
- Management experience in a professional setting
- Previous outreach and quality assurance experience preferred
- Conflict resolution experience and proven skills
- Ability to work independently with little to no supervision in a fast pace environment with short deadlines
- Ability to demonstrate basic math skills
- Ability to problem solve and multi task in a fast pace environment
- Ability to demonstrate strong oral and written communication and interpersonal skills.

If you are interested and meet the outlined qualifications, you can apply for this position by emailing your resume and cover letter to Sandra Durda at sdurda@chnnet.com or via mail at 2999 Payne Ave Suite 306 Cleveland, Ohio 44114.

M/F/V/D/EOE

