



Evaluation and Quality Assurance Manager Job Description

Purpose: The Evaluation and Quality Assurance Manager is tasked with leading the organization's evaluation and quality assurance efforts. The purpose of the Evaluation and Quality Assurance Manager position is to ensure compliance with program expectations and outcomes, facilitate agency wide reporting, data management/analysis and to promote continuous quality improvement (CQI). The Evaluation and Quality Assurance Manager supports the implementation and evaluation of program goals, objectives and outcomes as defined by our annual plan, strategic plan and funder requirements; implements and monitors effective agency-wide data collection and reporting systems. In addition, the Manager manages outcomes reporting and program compliance for grants/contracts; and implements procedures for ensuring that data and information are shared across the agency, and used to proactively inform business decisions.

FLSA Status: Exempt

Nature & Scope: The Evaluation and Quality Assurance Manager is a member of the Management Team and as such, is responsible for actively contributing to the strategic objectives of the organization. This position reports to the Chief Operations Officer. They are accountable to:

- Work with program staff, Business Services team, Chief Operations Officer, and program specialists to develop, implement and monitor effective systems for CCRs data and reporting across all grants, funder reporting requirements and internal data analysis needs;
- Support agency-wide definition of program goals, objectives and measures, strategic plan implementation, development and utilization of Theories of Change, and program evaluation; produce written reports and analyses;
- Maximize the potential of current data systems, ensure data quality and develop and produce dashboards, reports, internal audits and analyses; support ongoing staff training;
- Ensure that deliverables for new opportunities and/or continued funding agreements are in alignment with current data collection tools and/or reflect funding to support data base enhancements;
- Maintain comprehensive list of staff development and training requirements as they relate to tools, systems and data;
- Create and own dashboards for various audiences as well as other tools to move CCR into a space of high data accountability.

The Evaluation and Quality Assurance Manager works in partnership with the Provider and Family Services Directors to identify outcomes, metrics and to utilize data analysis tools to illustrate program

efficacy, frequently responding to their needs for analysis. In addition, this Manager helps identify areas of alignment, overlap and opportunities for cross-team collaboration and engagement.

The Evaluation and Quality Assurance Manager works cooperatively with Business Services to ensure grant compliance, appropriate management of data and dissemination.

Education/ Experience: Minimum requirements include a BA degree and 6 years related job experience. At least 4 years of work experience should be in evaluation and quality improvement.

Knowledge, Skills & Abilities

- Experience providing program evaluation and quality assurance;
- A minimum of five (5) years progressively responsible experience in human service provision;
- A minimum four (4) years administrative experience, IT/technical background and experience developing and providing complex reports and tools for government grants;
- Strong administrative, managerial and leadership skills, strong verbal and written communication skills and proficient computer skills (MS Word & Excel) required;
- Demonstrated ability to work effectively cross functionally across program and business services teams;
- Excellent project management skills.
- Excellent interpersonal skills including demonstrated ability to constructively manage conflict; the ability to respond clearly and effectively to inquiries from stakeholders and the public and effectively work in political environments requiring a high degree of tact and discretion.
- Experience working with diverse communities and commitment to racial equity in process and outcomes and undoing institutionalized racism.
- Excellent follow-through on commitments and agreements with internal and external stakeholders
- Excellent speaking and writing, training and presentation skills required.
- Ability to communicate and actively participate in CCR team meetings and committees and external community groups.
- Excellent written and verbal communication skills.
- Excellent listening skills with the ability to give and receive feedback.
- Proven ability to work in a team environment.
- Demonstrated commitment to diversity, cultural relevancy and inclusion is required.
- Computer proficiency and social media experience.

Additional Requirements:

Washington State Driver's License, automobile insurance, and access to a reliable automobile are required.

Compensation: Starting range \$65,789 - \$77,399 depending on education and experience.

Benefits:

Comprehensive medical, vision, dental, LTD, AD&D and Life Insurance. 100% employer paid for employee coverage. Additional voluntary coverage available. 401k, generous PTO, Extended Illness benefit and paid holidays. Generous package!

To apply, please email cover letter, resume, and four professional references (2 of which must be current or prior supervisors) to hr@childcare.org

To learn more about Child Care Resources, please visit www.childcare.org