



Job Description

Quality Analysis Program Evaluator

Job Type: Full-time

Job Description: The QAPE provides client database (APRICOT) support while assessing program and project outcomes and internal processes. The immediate short-term goals pertain to program outcomes reporting per grant contracts and national best practices, and streamlining data collecting and analysis. The long-term goal is to support Newhouse in their application to the Council on Accreditation (COA).

Responsibilities:

In close partnership with the Grants Manager and Executive Vice President of Clinical Services, the QAPE provides data management and program evaluation to identify and implement quality improvement opportunities. This includes: data collection, database reporting, implementation and monitoring of new client satisfaction surveys, explore and develop new internal processes and train staff for consistency of data input, and negotiate database contracts. The QAPE explores, recommends, and implements approved program and project components that will improve all elements of our direct services for those survivors of domestic violence living in our emergency shelter and those community victims seeking services. All grant contracts; monthly, quarterly, and annual reports; and applications will be reviewed to ensure reported outcomes and analysis align with funders criteria and established standards. The QAPE is also a member of the grant writing process to assess current applications requests for outcomes, measurements, and monitoring.

Duties include but are not limited to the following:

- As the dedicated APRICOT database manager, continually review and update new APRICOT data collection procedures and reporting capabilities.
- Analyze and generate reports for a variety of internal and external needs for a wide range of audiences, including Board of Directors, direct services staff, leadership, and funders.
- To build a working knowledge of national standards in domestic violence definitions and reporting standards.
- Evaluate, design, and implement new client satisfaction surveys and data collection methods to analyze specific program components.
- Oversee data entry, conduct quality spot checks, and provide training and training materials for staff members.
- Continuously identify means to streamline processes and improve direct services programs; present recommendations to leadership and design database procedures to accomplish goals.

- Consistently review quality reports and provide recommendations to update or tweak program indicators or internal processes as needed.
- Generates reports, statistics, and policy procedures for public circulation and publication as shared within public speeches, outreach efforts, grant applications, and annual reports.
- Collaborate with direct services staff teams to review, scrutinize, and make recommendations to leadership for implementation of new projects or procedures and programming delivery.
- Upon request, provides quality measures for leadership, board of directors, funders and the grant writing team.
- Utilize APRICOT to provide all required grant and service reports in an accurate and timely manner.
- Positive and efficient communication and education for all staff members on Newhouse established reporting measures and quality improvement activities.
- Lead organizer in preparation for the COA application process, including acting as the liaison between the two agencies and assessing the accreditation requirements in light of current processes and procedures.
- Other duties as assigned.

Qualifications:

Minimum: A Master’s degree or similar work experience and strong quantitative skills are required. Experience in monitoring and reporting on domestic violence support programs or a related human support services programs is preferred.

Skills: Experience with client database and reporting. Experience with email and word applications (Word, Excel, Power Point, Outlook, Share Point, etc.). Excellent written and verbal communications skills are required for positive training, presentations, and participation in difficult conversations. Experience in data collection, research design, academic research, and report designs. Ability to work with individuals of all capacity for technology.

Salary and Benefits: Newhouse offers a favorable employment packages that includes competitive salary, generous employer contribution towards employee health benefits with supplemental affordable health and dental plans, 401(k) savings plan, and meal options.

Physical Demands:

The physical demands and characteristics of the work environment expected are typical of those in an office setting, however, additional functions may be required to meet the needs of our clients. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is frequently required to lift and carry 20 lbs.; climb stairs, sit for short or extended periods of time, be exposed to people from varying backgrounds and health conditions and must be able to maintain composure in stressful situations.

*This position description generally describes the principle functions of the position and the level of knowledge and skills typically required. It does not constitute an employment agreement between the employer and employee, and it is subject to change as the needs of the employer and the requirements of the job change.

At Will Employment:

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Newhouse that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Newhouse at any time without cause.

Note: This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.

Equal Opportunity + Affirmative Action Employer

Newhouse is an equal opportunity and affirmative action employer. We celebrate diversity and know that in serving a diverse population and employing a diverse team, we position our organization and community to thrive. We promote diversity of thought, culture and background and are committed to a work environment that gives voice to, supports, inspires and respects all individuals.

Employment at Newhouse is solely based on a person's aptitude, qualifications and professional competence. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, [gender expression](#), age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance.

Employee's Signature **Date**

Supervisor's Signature **Date**

President/CEO's Signature **Date**