



Job Title: Quality Assurance Manager
Reports To: Chief Financial Officer
Work Hours: Monday through Friday; Full-time
FLSA Status: Exempt
Date Created: 8/14/2026

SUMMARY

Under the direction of the CFO, the Quality Assurance Manager is responsible for establishing, implementing, and maintaining quality management systems to ensure the organization's adherence to best practices and alignment with regulatory standards, accreditation requirements, funding obligations, internal policies and the rights of clients served. The Manager supports risk management activities by developing processes, policies and procedures, conducting audits and reporting on performance metrics to leadership and the governing body.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works with administrative leadership to provide adequate information to staff to ensure that they have knowledge of regulatory issues and requirements to carry out their responsibilities in an appropriate manner.
- Acts as the Administrator of Apricot, the Client Management Software (CMS) making updates as needed, assigning seats to staff members, inputting data as needed, and running outcome reports as requested.
- Collaborates with Director of Programs and program managers to determine program metrics, analyzes data from Apricot to determine program outcomes and overall assessment of program effectiveness.
- Organizes and conducts the work in program evaluation, internal quarterly record reviews and quality improvement.
- Assists in strategic plan task management and implementation.
- Acts as Corporate Compliance Officer, manages CARF compliance, government grant compliance and other program requirements.
- Coordinates resources to ensure the ongoing effectiveness of program compliance.
- Oversees calendar of compliance activities throughout the year.
- Generates reports to assist Advancement Department in grant proposals and reports.
- Conducts research/surveys and analyzes data to create fact sheets and annual reports.
- Acts as the Client Rights Officer, investigating grievances and making recommendations to improve client interaction and staff training needs.
- Collaborates with Facility Manager on Accessibility Plan and alignment with ADA requirements.

- Performs other duties of a similar nature as may be required.

QUALIFICATIONS

- Minimum of a Bachelor's Degree.
- Minimum of five years' experience in quality assurance, research, grant writing, or CMS.
- Above average computer skills including: Microsoft Word, Excel (data analysis functions) & Power Point; Internet research skills and experience.
- Ability to manipulate and compile data for reporting purposes.
- Outstanding personal and written communication skills.
- Proven organizational and self-motivation skills
- Strong analytical and planning skills
- Ability to consistently exercise discretion and independent judgment
- Able to work independently and monitor own performance objectives.
- Experience working directly with people from diverse, racial, ethnic, and socioeconomic backgrounds.
- Excellent written and verbal communication skills and the ability to communicate specifically with an audience from diverse racial, ethnic, and socioeconomic backgrounds.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

The noise level in the work environment is usually moderate.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

To understand responses to traumatic life events, the concept of a trauma informed environment, vicarious trauma and the need for self-care.

We are committed to promoting *Diversity, Inclusion, and Equity* throughout our organization and culture. We strive to understand and appreciate the individuality of every employee and create a better place to work for all. We nurture a culture where everyone positively acknowledges equity through action and is aware, understanding, and appreciative of diversity.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

West Side Catholic Center is pleased to be an equal opportunity employer.

Pay: \$50,000.00 - \$55,000.00 per year

Benefits:

- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Work Location: In person

To Apply: send a cover letter and resume via email to Gretchen Anderson, Director of Human Resources, with the subject “Associate Director of Programs Applicant” at ganderson@wsccenter.org or mail to:

West Side Catholic Center
Attn: Gretchen Anderson
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