



*Chicago House empowers persons living with or vulnerable to HIV/AIDS to lead healthy and dignified lives, through housing and compassionate, client-centered support services.*

## **JOB DESCRIPTION**

**POSITION TITLE:** Housing Operations & Quality Assurance Manager

**CLASSIFICATION STATUS:** Exempt

**SUMMARY** Monitors, supports, and reports on operations and quality assurance functions for Scattered-Site Housing Programs and associated teams

### **POSITION DESCRIPTION:**

- Ability to support the administrative supervision of a diverse case management team using motivational interviewing, harm reduction, and trauma-informed care
- Ability to respectfully interact with staff, clients, and landlords
- Ability to work cooperatively as part of a team
- Ability to respond to emergencies and be on-call as required
- Ability to learn and use database systems
- Ability to support similar duties across teams

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Conduct quality assurance reviews of both chart and database documentation; prepare summaries of outcome for case managers and their supervisors; monitor follow-up as required per assigned staff based on outcomes.
- Monitor and support agency compliance with *Council on Accreditation* standards.
- Monitor progress towards grant scopes; collaborate with Director on identifying and creating action plans for any deviations from scopes.
- Monitor and analyze program outcomes and associated outcome indicators; collaborate with Director on action plans to improve program outcomes as needed.
- Support Directors in monthly, quarterly, and annual grant/contract reporting requirements; manage monthly and quarterly IDHS reporting.
- Lead preparation and follow-up activities associated with site visits from funders.
- Provide support for the oversight of internal referrals for clients to additional services.
- Maintain and expand the client resource database; coordinate with community resource partners for support staff ability to meet client needs.
- Maintain monthly rent/utility reports and payments for clients; prepare fiscal year-end reports detailing client rent portion payments.



- Maintain relationships with medical providers for obtaining client-related documentation on health indicators for program performance measures.
- Order, maintain, and track client incentives and staff/program supplies.
- Manage/support distribution of annual client satisfaction surveys.
- Other duties as assigned

**REQUIREMENTS/QUALIFICATIONS:**

- Bachelor's or Master's degree in social work or related experience in social service administration preferred
- Experience in operations and/or quality assurance management preferred
- Knowledge of and experience practicing harm reduction, trauma-informed care, and motivational interviewing strongly preferred
- Proficiency in Microsoft Office, including Excel and Publisher, preferred
- Demonstrated excellent oral and written communication skills
- Ability to work both independently as well as part of a team
- Ability to multi-task and prioritize effectively
- Bilingual in Spanish preferred

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