



Urban League of Broward County
Employment Opportunity

Title: **Service Integration and Quality Assurance Division Manager**
Department: Program Impact
Supervisor: Vice President of Program Impact
Revision Date: June 2022

Position Summary

The **Division Manager of Service Integration and Quality Assurance (SIQA)**, serves as the lead for the development and implementation of the LYNX Service Integration model, including providing oversight of the navigators'/case managers. The SIQA Division Manager will work closely with the Vice President of Program Impact on the development of an agency-wide client management system. Finally, the SIQA DM will develop a system for quality assurance of program services, including the regular auditing of client files.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Service Integration

- Oversees the development, implementation, and evaluation of the Urban League's service integration model (LYNX)
- Provides a single standard of service for new clients of the Urban League, assuming advocacy and accountability for the clients as they navigate through the LYNX service model.
- Conduct initial intake and assessment with clients to identify needs along the system of services and programs provided by the Urban League and external partners.
- Demonstrate knowledge and understanding of ULBC's programs and services, and the eligibility requirements.

Quality Assurance and Improvement

- Create and maintain systems across all programs to ensure 100% of client files are reviewed on an annual basis
- Conduct on-going quality reviews of client and documentation files
- Create internal reports to summarize internal audits and provide areas of strengths, challenges, and suggestions; follow up on all internal programmatic audits to ensure that deficiencies are addressed
- Develop programs and trainings for staff to help monitor productivity, quality and accuracy of services provided.
- Develop process documentation and training materials as assigned; assist with project implementation systems-related training where necessary

People Management

- Hires, trains, and evaluates staff with the Human Resources Department

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- Provides management and leadership to direct reports and identifies opportunities for professional development.
- Establishes effective working relationships and lines of communication with program staff and management team.
- Completes annual and periodic performance reviews in a timely manner

General Administrative

- Collaborates with your supervisor to create a strategic plan and implement approaches to achieve it.
- Maintains effective lines of communication, keeping supervisor fully informed of all issues and immediately with critical issues.
- Responsible for all administrative and management activities related to implementing programs in his/her respective portfolio.
- Performs other duties as assigned.

EDUCATION and EXPERIENCE

Master's Degree in Social Work. Must possess 2-3 years of experience in social work and/or social service field and 1 – 2 years' experience in supervisory management.

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:

- Excellent analytical and planning and organizational skills are required
- Must possess independent decision-making skills, good judgment skills and the ability to execute multiple assignments at any given time
- Experienced in leading, training, coaching, staff development and performance reviews.
- Excellent written and verbal communication skills are required.
- Must possess excellent presentation, organizational, facilitation and problem-solving skills.
- Must have the ability to grasp processes and technical concepts quickly with a strong aptitude to translate business requirements into detailed specifications and technical verbiage into easily understood language for business users
- Experience with various software platforms such as CRM, etc.
- Ability to work with persons of all ages, diverse backgrounds, skills and abilities.
- Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.

OTHER:

- Must have a valid Florida Driver's License and a reliable vehicle
- Must pass a Level 2 background and drug screening

To Apply:

Submit Cover Letter and Resume to:

HIRING@ULBCFL.ORG

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