

Job Title: Quality Assurance and Compliance Specialist

REF27

About Jewish Family Services of Silicon Valley (JFS SV):

Jewish Family Services of Silicon Valley (JFS SV) empowers individuals and families facing life's challenges by providing quality human services inspired by Jewish values. Since our inception in 1977, we have remained committed to our vision that children, adults, and families in our community have access to affordable and meaningful professional services that help give them a better life. The agency's programs are available without regard to race, religion, sexual orientation, or ability to pay.

Job Summary:

The Quality Assurance and Compliance Specialist is responsible for ensuring accuracy and program compliance by meticulously examining physical and digital files. This role involves conducting regular audits, providing reports to program management, and offering data evaluations to staff. The Specialist will also be crucial in facilitating training sessions with case managers to ensure awareness and adherence to reporting and requirement changes.

Key Responsibilities:

1. File Audits:

- Conduct thorough audits of physical and digital files to ensure accuracy and compliance with established standards and regulations.
- Identify discrepancies, errors, or non-compliance issues and work with refugee leadership and case management team to address and rectify them.

2. Reporting:

- Prepare and deliver monthly and quarterly reports to program management summarizing audit findings, compliance status, and any recommended improvements.
- Collaborate with all refugee program staff to gather necessary data for comprehensive reporting.

3. Data Evaluations:

- Provide data evaluations to staff on a monthly basis following the completion of digital file audits.
- Analyze trends and patterns in the data to identify potential areas for improvement and recommend corrective actions.

4. Training and Development:

- Conduct frequent training sessions with case managers to ensure understanding and compliance with reporting and requirement changes.
- Keep case managers informed about updates in policies, procedures, and regulatory requirements.

5. Documentation:

- Maintain accurate and up-to-date records of audits, evaluations, and training sessions.
- Ensure that all documentation is organized and accessible for internal and external audits.

6. Continuous Improvement:

- Collaborate with cross-functional teams to implement process improvements based on audit findings and program policies and procedures.
- Stay informed about changes in regulations and standards related to the program and adjust audit processes accordingly.

Qualifications & Skills:

- Bachelor's degree in a relevant field or equivalent work experience.
- Proven experience in quality assurance, compliance, or a related field.
- Strong analytical and problem-solving skills.
- Excellent attention to detail and organizational abilities.
- Effective communication and interpersonal skills.
- Ability to work independently and collaboratively in a team environment.
- Familiarity with relevant regulations and standards.

Salary and Benefits:

Salary Range: \$60,000

This position is full-time, 37.5 hours/week.

Benefits include medical, dental and vision care; company contributions to 403B retirement plan; generous paid time off, supportive colleagues; and a positive work environment in a spacious office.

Jewish Family Services of Silicon Valley is an equal-opportunity employer and values diversity at all levels of the organization. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.