

Data/Quality Improvement Manager

Job Description

Program:	All Programs
Reports To:	Executive Director
Location:	All Sites
FLSA Status:	Exempt
Position Status:	Regular / Full Time

Position Summary

The Data/Quality Improvement Manager leads quality improvement initiatives for Denise Louie Education Center by collaborating with the management team and agency staff to set benchmarks, monitor ongoing performance, identify action plans and establish continuous improvement strategies. The position will support the management team to obtain greater consistency, reliability and higher standard of service delivery that results in strong outcomes in organization, staff, family, child and community well-being.

Essential Functions

- Oversee the management and security of organizational program data and filing systems.
- Identify and establish and program indicators and outcome measurement criteria to evaluate effectiveness of programs and operations.
- Coordinate the development of program work plans and evaluation tools that will produce quantitative and qualitative data.
- Compile, analyze, organize, present performance data to assist the management team and agency staff in understanding how to operationalize outcomes visible on a macro and micro level.
- Interpret and effectively communicate data trends, and compliance to support implementation of practice and program improvements.
- Develop and implement ongoing communication and reporting strategies with each team to share the strengths of each department, areas needing improvement and status of performance targets.
- Provide support and training for the implementation of changes/improvements in agency systems and processes. Follow-up with stakeholders and ensure completion of assigned action items.
- Complete annual community needs assessment and self-assessment process.

Additional Responsibilities

- Collaborate with organizational departments create continuous quality improvement goals to meet all contractual and performance standard requirements.
- Keep up to date with current education research and tools to support operational and program efficiencies and effectiveness.
- Engage with stakeholders (internal staff, families and community members) using a strength-based and culturally sensitive lens.

Note: The job duties listed here are not intended to be an exhaustive list. Incumbent may be required to perform other duties in order to meet the needs of DLEC.

Skills, Competencies and Experience

- BA or above in public administration, statistics, communications or related field required, MA preferred.
- Three years of experience working in human services, Head Start or a research setting.
- Comfortable working independently, in addition to working in a team environment.
- Ability to analyze and present complex technical information to diverse audiences in an understandable format.
- Highly detail oriented and organized, with an ability to manage multiple short-and long-term projects simultaneously.
- Excellent oral and written communication skills
- Demonstrated understanding of research, data and outcomes tracking and working with qualitative and quantitative data.
- Strong Microsoft suite skills, especially Excel, PowerPoint, Office, Outlook and Word.
- Demonstrated project management skills with the ability to facilitate diverse work groups effectively.
- Ability to travel between various Seattle-area DLEC locations frequently.

Physical Demands and Working Conditions

Physical Demands: To perform the job the employee is frequently required to talk, hear, stand, walk, stoop, and balance, kneel, crouch, reach with hands and arms.

Working Conditions: The work is typically performed in an early childhood school environment, with moderate to loud noise level. Frequent travel to other site locations is needed.

The physical demands described here must be met by an employee to successfully perform the essential functions of this job. The working conditions are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.