



STRONGHEARTS
Native Helpline

Job Description

BASIC INFORMATION	
FLSA Status	Exempt
Provisional Period	180 days
Job Title	Quality Assurance Manager
Location	Remote
Funding Source	Grant Funded
Position Type	Full-time
Reports to	Chief Operations Officer
Supervises	Data Coordinator and Grant Compliance Specialist
Shift	8am-5pm CST
Salary/Hourly Rate	\$70,560.00 - \$78,400.00

GENERAL POSITION PURPOSE STATEMENT

Organizational Summary:

StrongHearts Native Helpline is a safe, anonymous and confidential helpline for Native Americans and Alaska Natives affected by domestic, dating and sexual violence. By dialing 1-844-7NATIVE (1-844-762-8483), nationwide 24/7, callers can connect at no cost one-on-one with knowledgeable StrongHearts advocates who can provide lifesaving tools and immediate support to enable survivors to find safety and live lives free of abuse.

JOB SUMMARY

As the Quality Assurance Manager at StrongHearts Native Helpline, you will play a pivotal role in providing essential direction and oversight to our Quality program. Your primary focus will be on continuous quality improvement, data analysis and grant compliance, strategically engaging all areas of the organization and fostering a culture of accountability and transparency. Your dedication to maintaining and enhancing the overall quality, effectiveness, and efficiency of our helpline services for Native American and Alaska Native communities will be critical.

ESSENTIAL RESPONSIBILITIES, DUTIES AND ABILITIES

Overall:

- Drive activities and initiatives relative to Quality Assurance - collaboration with the department managers.
- Serve as subject matter expert for Salesforce database and various criteria of grant programs.
- Oversee work of and supervise Grant Compliance Specialist and Database Coordinator, supporting these positions in meeting stated goals.
- Strong capability to work remotely, with proven experience effectively communicating and collaborating in a virtual environment.

Quality Management

- Develop and implement quality assurance policies, procedures, and standards to ensure consistent and exceptional service delivery.
- Monitor and evaluate helpline calls, text messages, and online chats to assess the quality and effectiveness of interactions with callers.
- Conduct regular audits of helpline conversations to ensure adherence to established protocols and compliance with relevant regulations.
- **Conduct contact satisfaction surveys to ensure service provision is meeting the needs of those who contact StrongHearts**
- Collaborate with the HR/Training team to identify areas for improvement in advocate training and development.

Data Analysis and Reporting:

- Oversee the Salesforce database, become Salesforce certified, work with Database Coordinator to ensure data integrity and meaningful data analysis
- Maintain service provider database, ensuring annual update is completed
- Collect and analyze data on call volume, caller demographics, trends in issues faced by Native American and Alaska Native communities, and organizational marketing tactics.
- Generate regular reports on helpline performance and present findings to the management team.
- Utilize data-driven insights to identify opportunities for service improvement and innovation.
- Design and implementation of various intra-system and inter-system data quality controls to ensure communication programs are protected from data or process errors
- Fully investigate errors and discrepancies and work with appropriate business groups to identify patterns, trends and inconsistencies

Grant Compliance Oversight:

- Develop and implement a comprehensive grant compliance program to ensure adherence to all grant requirements and regulations.
- Stay up-to-date with grant guidelines, federal and state regulations, and reporting deadlines, and communicate changes to relevant staff members.
- Work closely with peer managers and the finance department to ensure all grant activities are in compliance with funding agency guidelines.
- Stay informed about industry best practices, helpline standards, and relevant laws/regulations to maintain compliance.
- Foster a culture of compliance throughout the organization by promoting awareness and understanding of grant-related rules and regulations.

- Ensure the helpline adheres to all relevant confidentiality and reporting requirements.

Continuous Improvement:

- Partner with HR to participate in internal quality improvement initiatives to enhance helpline operations.
- Collaborate with other departments to address cross-functional quality concerns and implement solutions.

KNOWLEDGE AND SKILLS

A Bachelor's Degree in data science; nonprofit management, business administration or a related field is Preferred.

Must have at least 3 years of demonstrated experience in quality process and improvement.

Must have 2 years leadership or supervisory experience.

Must have advanced experience in using techniques and tools to present data in visual format including formulas, data management and complex Excel features.

Required experience in Salesforce, audit, process improvement, policy implementation, data visualization, and quality data analysis experience. Proficiency preferred.

Preferred work experience working with American Indian and Alaska Native communities.

Preferred work experience with community-based domestic violence/victim assistance programs, human services, social services or related direct client services.

Knowledge of the history of the battered women's movement in the United States and the impact on Native Americans.

Any equivalent combination of education and experience that will allow the applicant to satisfactorily perform the duties of the job may be considered.

PHYSICAL AND SENSORY REQUIREMENT

The responsibilities of this position require certain physical and sensory abilities, which must be performed with or without reasonable accommodation.

Must be able to hear and speak clearly.

Ability to use hands and fingers on a keyboard and use a mouse.

Ability to clearly see and view the details of words, tables and images on a computer screen for long periods of time.

BENEFITS

StrongHearts offers the work life balance, opportunities for growth and the upward mobility you've been searching for! Benefits include employer paid health, dental, vision, and life insurance benefits that begin two full calendar months after your official start date. Benefits also include generous paid time off so you can spend more time with your family and enjoy a positive work life balance.

StrongHearts is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or veteran status. StrongHearts is a drug-free workplace.