



Position Title: Program Evaluation & Quality Improvement Specialist
Reports To: Provost & Vice President for Academic Affairs
Department: Academic Affairs
Classification: Full-time, Grant-Funded, Salary Exempt, 12-months, Benefits Eligible

POSITION OVERVIEW

The Program Evaluation and Quality Improvement Specialist provides administrative oversight for quality assurance (QA) and quality improvement (QI). Under the guidance of the Public Health Literacy Director the Program Evaluation and Quality Improvement Specialist designs, implements, monitors, and evaluates key indicators for effectiveness of program services.

DUTIES AND RESPONSIBILITIES

- Oversee day-to-day data collection activities and initiatives
- Monitors and assess all QI/QA activities and initiatives
- Support data analysis and evaluate outcomes
- Follows up with previously served clients to determine impacts of services received
- Coordinate data collection with key county agencies and area health systems
- Provide reports to reflect common trends to assist with program improvements
- Provides monthly reports to leadership team regarding continuous quality improvement initiatives and outcomes
- Plays an integral role in the development of the Community Needs Assessment, Strategic Plan, and Community Action Plan
- Performs other duties as assigned or directed

MINIMUM QUALIFICATIONS

- Graduation from accredited college or university with a (Master's degree preferred) in social work, business administration or human services and/or 5 years of experience or an equivalent combination of related education and/or experience in quality assurance/quality management (proof of education, training, and/or experience is required).

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of the principles and techniques of social work
- Knowledge of office practices, procedures, and equipment
- Ability to establish and maintain effective working relationships with customers, other agencies, and co-workers
- Ability to utilize computer and possess data entry skills

- Ability to plan, organize and maintain an even flow of work
- Ability to provide effective customer services in a demanding environment
- Ability to use good judgment in evaluating situations and making decisions

WORKING CONDITIONS/PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit, stand, use hands to handle, or feel to talk and to hear. The employee, frequently, is required to walk, reach with hands and arms to stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 20 lbs. Specific vision abilities required by this job include close vision.

Qualified applicants should submit the following information in one (1) pdf document via email to: jobs@loc.edu. Please put the job title in the subject line

- Cover Letter and Resume
- Unofficial transcript of highest educational level completed
- 3 references including contact information

Incomplete applications will not be considered. The final candidate who is extended an offer must successfully complete reference and background checks.

LeMoyne-Owen College offers an attractive benefits package, including health, vision, and dental benefits. The College pays for Life Insurance, STD/LTD, and paid time off.

LeMoyne-Owen College is an AA/EEO employer and does not discriminate against students, employees, or applicants for admission or employment on the basis of race, color, religion, creed, national origin, sex, sexual orientation, gender identity/expression, disability, age, status as a protected veteran, genetic information, or any other legally protected class with respect to all employment, programs and activities.

No Solicitations or Phone Calls Please