Director of Quality and Performance

Excellent opportunity to work in a professional leadership position to direct quality, monitoring and program evaluation programs in order to promote high-quality, effective and efficient aging services within the Area Agency on Aging (AAA) within Allegheny County. Director of Quality and Performance will be responsible for:

*Planning and guiding the development of quality and impact measures across the aging network of services.
*Guiding the work of the unit to match the agency's long-term strategies and evolving or emerging priorities.
*Providing oversight of the agency's monitoring activities to promote objective, efficient and integrated monitoring of contracted providers.
*Managing agency-wide quality and evaluation efforts for effective implementation of projects, priorities and activities.
*Conducting program or project reviews, provides analysis and makes recommendations.
*Employing a variety of methods such as data collection, surveys, focus groups and interviews to collect appropriate information.
*Applying a variety of research and statistical analysis methods to guide the agency's application of data for quality and impact.
*Designing and sharing findings and recommendations in practical summaries, reports and presentations for useful application and implementation.
*Guiding the creation of relevant standards, tools and practices across the agency which promotes quality and impact.
*Assisting in providing analysis or summaries of agency data for planning, proposals or various initiatives or requests.
*Maintaining awareness of new methods and techniques for application at the agency.
*Maintaining effective working relationships with all agency bureaus and programs to support their success.
*Collaborating closely with other work units such as SAMS, planning and training to support agency priorities.
*Guiding agency in development and implementation of performance based activities, including performance-based contracting.
*Identifying best practices, new models, benchmarks, resources or other approaches which can improve ongoing operations or new projects.
*Building agency capacity, commitment and skills to training and performance through training, coaching and technical assistance.
*Promoting efficiencies in data use and reporting across the agency.
*Identifying and facilitating opportunities for data sharing and trend analysis across the agency and works with administrative staff from all units.

Master's degree from an accredited college/university in a related field, plus at least 5 years experience in quality, evaluation and/or monitoring of human services programs and at least 3 years experience in supervision or oversight of staff or a work unit. Applicant should be a problem-solver who can adapt to the needs of the situation and staff and have the ability to develop and apply quality and impact measures for projects or programs. Familiarity with tools, practices and techniques for quality and performance, well-developed management skills in planning and guiding the work of a team and a demonstrated facility in providing relevant reports, presentations and summaries are important.

Interested candidates should submit resume and cover letter stating position title and referral source to:

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