

Position: Quality Assurance Manager



FLSA Classification: Exempt

Reporting Relationship: Chief Operating Officer

ABOUT BIG BROTHERS BIG SISTERS (BBBS) OF METRO CHICAGO:

BBBS Metro Chicago's Mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth.

BBBS Metro Chicago's Vision is that all youth achieve their full potential.

BBBS is an affiliate of the oldest, most respected mentoring organization in the US. BBBS is a professionally managed, mission driven, performance based organization providing high quality, safe and impactful 1:1 mentoring services to over 2,200 children/families across four counties in Metro Chicago: Cook, DuPage and Lake Counties in Illinois and NW Indiana.

As Metro Chicago and Northwest Indiana's largest donor and volunteer supported mentoring network, BBBS makes meaningful, monitored matches between adult volunteers ("Bigs") and children ("Littles") from age seven through high school graduation. Private corporate, foundation and individual contributions provide 94% of BBBS' revenue base upon which we build programming that meets the needs of each child individually. Our programs are proven to keep kids in school, build positive behaviors and on the path to post-graduate success. Learn more at www.BBBSCHGO.org.

BBBS Metro Chicago's Core Value is that we deeply believe Diversity, Equity and Inclusion is paramount and fundamental to BBBS's success. We all work to build and maintain an inclusive and equitable work environment for our staff, volunteers, and program participants. It is our belief that every staff member should embrace DEI principles in the decision making process. Therefore, we fully expect the ideal candidate will carry out their function with these core values in mind and treat everyone respectfully, fairly and equitably.

Position Summary:

The Quality Assurance Manager works with all staff to continuously improve the length, strength and quality of mentoring services and ensure that safety systems and QA processes are fully functional. The incumbent in this role is responsible for data integrity of MarchForce (MF) system and related management tracking and reporting.

Supervisory Responsibilities:

Supervises Quality Assurance Specialist.

Responsibilities:

1. Oversee auditing at minimum 5% of all program enrollment and match support documentation monthly in order to assess compliance against BBBSA standards, the employee's understanding of indicators of a healthy match and to allow for documentation enhancement through feedback and coaching.
2. Oversee auditing of 5% of closures to assess reasons for closure in order to continue to improve the quality and length of matches and engagement of bigs, littles and their families.
3. Conduct one-to-one in-person coaching sessions with staff whose files have been audited in order to allow for professional growth and development in their role.
4. Work with Quality Assurance Specialist to deliver consistent feedback to staff and discuss any areas of needed support or guidance to front line staff based on audit trends.
5. Report any safety concerns uncovered through the audits immediately to agency leadership, and as required to child safety agencies.
6. Participate in onboarding new staff through department specific trainings.
7. Collaborate with departmental managers to update and improve procedures in order to positively impact agency goals, match outcomes and service quality.
8. Report monthly to program department management on audits, scores, findings and coaching provided to staff.
9. Serve as an advocate to help improve protection for Littles, their families and Bigs.
10. Stay in the know about Best Practices in the area of child safety, BBBSA program standards and audit requirements.
11. Gather and generate audit data as required of the agency from board, funders and/or other constituents.
12. Participate in Program Committee meetings or other agency activities as required.
13. Other duties as assigned.

Skills and Qualifications:

- A belief in the Mission and Vision of BBBS
- Bachelor's degree in social work, psychology, education or social services administration required plus relevant experience; Masters preferred
- 6+ years progressively responsible experience and documented success in the area of social services program management
- Management/administrative experience including supervision of staff a plus
- Knowledge of and/or exposure to youth and adult development
- Excellent teamwork and leadership skills
- High level of efficiency and organization, ability to handle multiple tasks
- Understanding of other races, cultures, values and belief systems
- Excellent oral, written and interpersonal communications skills including honed reflective listening ability
- Strong data analysis and report writing
- Ability to develop, manage and analyze MF and management reporting tools
- Intermediate or higher knowledge of computer software (MS Word, Excel, PP, Access and other database systems)

- Integrity
- A sense of humor

LIFE EXPERIENCE

Research suggests that people often apply only for jobs where they feel they have checked every box in the job posting. If you are unsure whether you check every box above, but you think you have what it takes to join our team, we want to hear from you.

Work Environment:

This position operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

To apply, please forward your resume, cover letter (see LIFE EXPERIENCE above) and salary requirements to:

[BBBS Career Page](#)

Big Brothers Big Sisters of Metropolitan Chicago
Attn: Human Resources
560 W. Lake St., 5th Floor
Chicago, IL 60661

BBBS is an Equal Employment Opportunity Employer

EEOC Statement – Big Brothers Big Sisters of Metropolitan Chicago provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy, gender identity and sexual orientation), national origin, age (40 or older), disability or genetic information. In addition to federal law requirements, Big Brothers Big Sisters complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.