JOB DESCRIPTION

Tenfold

**Job Title: Performance Quality Improvement (PQI) Administrator**

1. **Basic Function:** This is a new position within the organization; the successful candidate will be motivated to create high-quality processes and resources from the ground up. Provides project management and oversight of the Performance Quality Improvement process. Works collaboratively with senior management, program staff, board and PQI Committee members. Works closely with Contracts and Compliance Administrator on program monitoring and follow-up. Handles other assigned duties at the direction of the Chief Impact Officer and/or CEO related to data collection, program impact measurement and communication.

# Essential Functions

1. Prepare and submit monthly dashboard including monthly performance measure reporting documentation. Conducts data analysis related to key trends and makes recommendations to senior leadership team.
2. Coordinates with Contracts and Compliance Administrator and Program leadership on an internal review process, specific to the requirements of each program such as case file review, mock monitoring inspections, etc. Supports program staff on implementing any necessary improvements.
3. Solicits feedback from clients on a regular basis, provides actionable summary reports to CIO and CEO regarding key themes. Supports CIO in administering client complaint process.
4. Serves as primary point of contact for Council on Accreditation processes, including maintaining evidence of compliance for COA performance standards. Maintenance of program demographics data to ensure most up-to-date information is available, and presents data to applicable department leadership to formulate organizational strategy. Develops and implements training materials on COA standards for Tenfold staff and board members.
5. Staffs the PQI Committee for Financial Stability and PQI for Supportive Housing, including preparing agendas, recording minutes, and developing action plans. Develop timelines and strategies to ensure that related documentation, outcomes, and reporting requirements are accomplished on schedule.
6. Supports the CFO, Contracts and Compliance Administrator on pulling program data for invoicing. Monitors spend-down progress to ensure full draw-down of all contracted funds.
7. Assist the CEO, CIO, Communications Director and Senior Grant Writer with research, data gathering and document preparation, as assigned, to help prepare community presentations, board reports, or funding applications.
8. Supports the CIO and CEO on the implementation of the strategic and annual plans, including measuring progress towards goals.
9. Provides some performance measurement support to the steering committee of the Coalition for Sustainable Housing.
10. Other duties as assigned.

# Supervision Exercised: None

# Supervision Received: Responsible to the CIO

# Minimum Knowledge, Skills, and Abilities

1. Bachelors degree with minimum 3 years of experience managing program outcomes preferred; associates degree or high school diploma with relevant post-high training certificate and 5+ years of relevant professional experience required
2. Excellent attention to detail and organizational skills
3. Strong aptitude for mathematics, data analysis, and working accurately with numbers required
4. Demonstrated high proficiency and experience in all computer functions, especially Excel, Word, Powerpoint, Outlook, and Teams required, and willingness to learn client management software systems
5. Demonstrated ability to prioritize and work flexibly and efficiently – producing high quality work and meeting deadlines.
6. Self-motivated with ability to manage own workload and take initiative in carrying out responsibilities
7. Ability to interact professionally with various colleagues, board members, and partners to resolve questions, issues, or problems that may arise in a manner that preserves and fosters positive relationships and favorable attitudes about PQI
8. Experience reading and working with government contracts beneficial
9. Writing skills and grammar proficiency in the English language for writing and editing letters and newsletters essential
10. Sensitivity to cultural and socioeconomic characteristics of populations served
11. Commitment to supporting and fostering Tenfold’s mission and service philosophy, including Core Values of empowerment, innovation, diversity, equity and inclusion, teamwork and integrity.
12. Ability to work collaboratively
13. Capacity to maintain confidentiality and appropriate professional boundaries

# Time Requirements

This is a regular full time position working 40 hours per week. Some evening hours may be required.

# Classification: This position is classified as non-exempt from overtime, and compensation is paid on an hourly basis.

# The above is intended to describe the general content of, and requirements for, the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tenfold.

Employee Signature: Date:

*Equal Employment Opportunity*

Tenfold is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

*Americans with Disabilities Act*

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.