

**MEND | Meet Each Need with Dignity**

10641 N San Fernando Road

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**www.MendPoverty.Org**



**JOB DESCRIPTION**

**POSITION TITLE:** Director of Program Quality and Compliance

**FSLA STATUS:** Exempt

**REPORTS TO:** Managing Director of Program Strategy

**SUPERVISES:** Data Systems Manager

**LOCATION:** Onsite; Pacoima, CA

**WAGE RANGE:** \$100,000-105,000/year DOE

**START DATE:** 7/16/2025

**JOB SUMMARY:** Under the general supervision of the Managing Director of Program Strategy, the Director of Program Quality and Compliance (DPQC) spearheads initiatives and systems focused on building agency and staff capacity to achieve high impact outcomes. The ideal candidate is able to maintain independence in applying quality improvement standards and accountability for conformance to and compliance with organizational goals and strategy as well as contractual obligations in the delivery of programs and services.

**ESSENTIAL FUNCTIONS**

1. Develops and implements comprehensive quality assurance policies and procedures; develops quality control plans as needed; supports program staff with continuous quality improvement initiatives.
2. Develops and maintains performance and outcomes management system to ensure timely data collection, data analysis, performance. Completes semi-annual outcomes reporting; issues corrective action/quality improvement plans as needed.
3. Conducts internal desk audits of program activities in coordination with program managers, including review of participant files, performance monitoring (comparing actuals to plan), staff time & effort reporting, and other records, to ensure compliance with contractual and regulatory requirements and standards.
4. Cooperates with funder monitoring and auditing personnel as requested.
5. In coordination with the Finance Department, audits program billing, invoicing, and spending to ensure compliance with funder regulations including local, state, and federal requirements (e.g., LA County A/C Handbook, 2 CFR/Uniform Guidance).
6. In cooperation with the COO and IT provider, ensures data information security is compliant with funder, HIPAA, and other regulatory requirements.
7. Provides ongoing training and guidance to staff on administration, implementation, and amendments for programs, grants, and contracts.
8. Formulates strategies for – and trains staff on – high-quality, reliable and valid data collection.
9. Develops policies and procedures to prevent breaches of protected health and personally identifiable information (PHI/PII); serves as HIPAA Privacy Officer making

reports of privacy breaches, if needed. Serves as main resource for developing and implementing Company Artificial Intelligence (AI) use policies.

10. Ensures adherence to record retention requirements and data destruction protocols.
11. Develops and oversees processes for participant focused complaint and incident reporting, investigation and resolution.
12. Conducts annual updates to community needs assessments through primary (participant surveys, interviews, focus groups) and secondary (external scans, asset maps) data collection efforts. Identifies best and innovative practices that inform strategic planning, improvement of current programs or development of new ones.
13. Supports program and proposal development, as well as compiling progress and final reports.
14. Represents MEND at virtual and offsite funding/contract performance conferences, as requested.
15. Supports COO with risk management as related to program implementation, participant confidentiality and privacy requirements, cybersecurity training, and other areas as needed.
16. Other duties as assigned.

## **QUALIFICATIONS**

- Master's degree in Public Policy, Public Administration, Legal Studies, or related human services subject. Bachelor's degree in similar + 10 years directly related quality/compliance experience will be considered.
- Understands the mission and philosophy of MEND.
- Familiar with data information security requirements and HIPAA Privacy Rule.
- Able to read and interpret funder contracts.
- At least 5 years previous experience in a social services nonprofit including program implementation and managing data and outcomes.
- 3 years' supervisory experience required.
- Able to maintain independence when applying performance standards
- Strong working knowledge of CQI principles, Shewhart cycle, Baldrige or CAPE standards, Kaizen or other quality improvement models
- Expertise in Codes of Federal Regulations, Cost Principles, and Uniform Guidance, as well as LA County Auditor/Controller Handbook
- Experience developing logic models, outcomes management systems and performance monitoring for federal, state, and/or local grants and contracts
- Ability to convert data to information for analysis
- Working knowledge of database management; familiarity with ETO a plus
- Strong written and verbal communication skills; recent training experience; able to explain complex concepts
- Enthusiastic and team-oriented leader with strong skills in problem solving, conflict resolution, team building, relationship building, strategic planning, and staff development
- Action oriented, flexible, and innovative approach
- Bilingual English/ Spanish strongly preferred
- Reliable transportation; valid driver's license and car insurance as required by law

**TIME COMMITMENT:** Full time 70 hours per 2-week pay period; may include some evening and weekends and local travel.

All positions contingent on continued funding.

All employees on County-funded programs must be fully vaccinated against COVID-19 as a condition of employment. Successful candidates for this position will be required to submit proof of vaccination against COVID-19 or request an exemption for qualifying medical or religious reasons during the onboarding process. Candidates should not present proof of vaccination until instructed to do so by the hiring department.

To apply, please submit cover letter and resume to [jobs@mendpoverty.org](mailto:jobs@mendpoverty.org). Please include a cover letter that describes how your experiences meets all the requirements of the position. Applicants who do not submit a cover letter will not be considered. Position open until filled. Projected start date: July 16, 2025.

The above statements reflect the essential functions considered necessary to describe the principal content of the job. They are not intended to be a complete statement of all work requirements or duties that may be inherent in the job. MEND is an equal opportunity employer.

MEND, named 2022 & 2023 Daily News Reader's Choice FAVORITE WORKPLACE, is an equal opportunity employer committed to a diverse and inclusive workforce. We foster a culture that honors different perspectives, opinions, and backgrounds. Company culture is at our core.

#### Culture

- Warm and welcoming environment
- Staff and volunteers have a passion for making the world a better place
- Investment in, care and appreciation for all employees
- Celebrate success together at staff meetings, annual holiday celebration and for outstanding achievements
- Emphasizes personal and professional skill development through quarterly performance appraisals and regular 1:1 meetings with management
- Commitment to program excellence and impact

#### Core Values

- Excellence in programs, outcomes, and operations
- Informed, holistic approaches through active listening and credible messengers
- Integrity in our actions, building trust in our community and donors
- Transparency and integrity in all we do
- Dignity & respect for those we serve and each other

#### Benefits

- 100% of basic employee health coverage and life insurance paid for by employer. Dental coverage paid at 50% by employer; Vision coverage paid for

by employee. May elect to purchase up to a PPO plan or obtain coverage for eligible family members at their own cost.

- Optional benefits include Flexible Spending Account and AFLAC.
- Employee Assistance Program (EAP) available providing 24-hour confidential hotline for employees to help find balance, address personal concerns, and assist with day-to-day challenges.
- 10 days of sick leave granted annually; ability to carry over up to 70 hours of unused sick time.
- MEND provides vacation benefits to all full-time and part-time employees for the purpose of giving them a period of rest and relaxation away from work with pay. New employees accrue vacation at a rate of 2 weeks per year.
- Option to participate in employer sponsored 403B retirement plan.
- 11 paid days off: 9 holidays, 2 personal days (birthday and work anniversary).
- Compelling work culture and values.