

SER – JOBS FOR PROGRESS NATIONAL, INC.

SER is a National network of community-based employment and training centers located in 19 states, the District of Columbia, and Puerto Rico. SER's primary focus is to empower socially and economically disadvantaged Americans, especially Hispanics, with the knowledge, skills, and abilities that will prepare them for full participation in American society.

TITLE: Quality Assurance Specialist Reports to: QA Manager

SUMMARY: Responsible for the adherence to program goals by monitoring and evaluating the Senior Community Service Employment Program (SCSEP) contractual activities and services.

DUTIES AND RESPONSIBILITIES:

1. Remains abreast of SCSEP program goals and objectives.
2. Assesses performance against standards and monitoring programs under contract to ensure compliance.
3. Assesses timeliness and appropriateness of SCSEP services.
4. Works with program staff to ensure compliance with contract requirements.
5. Maintains ongoing communication with program staff of assigned SCSEP, by phone, in person and through correspondence, to provide technical assistance and support related to contract compliance.
6. Consults with SCSEP programs via site visits and general reviews.
7. Provides recommendations to supervisor regarding SCSEP programs provision of services.
8. Prepares monthly and quarterly reports.
9. Maintains accurate records.
10. Performs other duties as assigned.

EDUCATION / EXPERIENCE:

- Bachelor's Degree in Business, Social Work or a related field.
- Minimum two years of program / case management experience.
- Two years field experience in providing technical assistance on an individual or group setting.
- Knowledge of Older Americans Act and amendments and Workforce Investment Act.
- Experience working with the SCSEP program on a state or national level.
- Interpersonal skills necessary to build and maintain positive working relationships.
- Analytical ability to interpret performance data.
- Computer skills necessary to maintain records and prepare required reports including MS Office suite.
- Knowledge of, or ability to learn and use of SPARQ and other automated reporting systems.
- Ability to handle pressures related to meeting deadlines and managing multiple sub-contracts.
- Excellent oral and written communication skills. Bilingual (English/Spanish) preferred.
- Extensive travel required.