

Open Position: Performance Management & Quality Improvement Director

Be a Part of God's Work at Agape!



We are currently accepting resumes for the following position:
Performance Management & Quality Improvement Director

The **Performance Management & Quality Improvement Director** will shepherd Agape's adherence to Performance and Quality Improvement (PQI) standards that encourage the use of data to identify areas of needed improvement and implement improvement plans in support of achieving performance targets, program goals, client satisfaction, and positive client outcomes. A hallmark of Agape's comprehensive approach to PQI is the promotion of a broad-based, organization-wide process inclusive of staff and stakeholders, as a vital, necessary management tool. This position is responsible for comprehensive strategy and implementation, program performance evaluation and continual quality improvement support for a wide range of service deliverables. Responsible for the oversight of all data assets, tools, and analytics ensuring that all deliverables are timely, accurate and of the highest quality. This position will lead agency efforts to build Powerlines Community Network (PCN) partner capacities to apply results-based accountability principles to their work, and establish a data-driven culture to monitor and collectively respond to quality issues. Will facilitate targeted process improvement (research-driven design and rapid cycle improvement) to iterate effectiveness of youth- and family-centered pathways across agencies and systems to finalize a full system of care intervention model and prepare for replication.

Provides supervision of and development of appropriate staff. Works in partnerships and relationships with key community leaders, supporters and advocates. Serves as a member of the Agape leadership team and is jointly responsible for the overall success of Agape's service delivery. Ensures program quality and ensures that Agape meets its strategic plan through stated goals and objectives of programs. Very strong crisis management skills will also be essential. The ideal candidate will be a strategist and leader who can effectively lead teams and meaningfully engage partnerships, while also implementing Agape's vision, mission and long term goals.

Education & Experience Required:

A Master's degree from an accredited institution in Information Systems, Computer Science, Statistics, Mathematics or related field of data assessment, measurement, evaluation and research, and a minimum of 5-7 years of work related experience in data management, assessment, and implementation with large scale statistical analysis. Formal training and proven experience in critical data and evaluation; Expertise in the development and oversight of program evaluation activities; Strong ability to analyze quantitative and qualitative data and information from various sources to determine needs and create solutions. Will be required to work a flexible schedule and be available as needed some evenings and weekends. Candidate must be willing to engage in Agape's accreditation (COA) and Performance Quality and Improvement (also known as Continuous Quality Improvement) standards of quality & excellence.

Qualified Applicants, please send resumes to: Employment@Agapemeanslove.org

About Agape:

Agape Child & Family Services is a faith-based, non-profit organization dedicated to providing children and families in Memphis with healthy homes. Agape serves nearly 10,000 children and families each year in an effort to keep them safe, smart and successful through school-based initiatives and site-based services in under-resourced communities; counseling; homeless services; adoption and foster care. In partnership with the Tennessee Department of Human Services, Agape and its community partners have expanded services via a two-generation model, wholly serving youth and parents in a poverty-reduction strategy, providing support, permanency, and sustainability in Frayser, Hickory Hill and Whitehaven. To learn more, call 901.323.3600 or visit agapemeanslove.org.

We are Proud to Offer: Competitive Pay, Excellent Benefits, Paid Holidays, and Opportunities for Professional Growth and Development

Contact:

Derichia Wells, 901.323.3600, employment@agapemeanslove.org

**All positions require a valid driver's license and automobile insurance. All applicants are subject to a drug screening and background check. Agape is a Christian organization and has certain religious requirements for its employees.*