



420 East Alcott Street • Suite 200
Kalamazoo, MI 49001
O: 269.382.0287 F: 269.382.6173



Full Time Quality Assurance and Training Manager Housing Resources, Inc.

Job Summary:

The Quality Assurance & Training Manager provides leadership to the HRI Data Team in program performance management and reporting within program databases and is responsible for assisting the agency in managing, organizing, storing, and accessing data information including providing technical and user support along with mandated reporting for both the needs of Housing Resources, Inc., and the Continuum of Care (CoC). This role is also responsible for quality monitoring of all HRI programs and client experiences.

Supervisory Responsibilities:

- Data System Specialist
- Quality Assurance Assistant

Duties/Responsibilities:

- Supports the programs in developing improvements in data collection processes and systems with the goal of promoting continuous quality improvement for mission-driven programming.
- Audits data collection and entry for accuracy and works with end users to improve data quality and integrity.
- Serves as a liaison to internal departments, CoC members and external partners to identify and implement evaluation improvements and assist in communicating changes in data management systems. Coordinates data sharing across internal and external entities.
- Develops, maintains, and updates a training curriculum that is effective and purposeful for new staff and delivers module-based classes.
- Identify and assess the training needs of the organization then evaluates organizational performance to ensure that training is meeting business needs and improving performance.
- Oversee the compilation and submission of data collection and program reports for all grants and other regulatory requirements.



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- Ensure programmatic compliance with contract requirements including data entry, source documentation and outcomes, participant eligibility and data quality and quantity.
- Oversees collection, maintenance, and auditing of client files. Oversee preparation for monitoring visits from funders.
- Gain and maintain knowledge of regulations for HCV and PBV programs including HUD, MSHDA, and HRI policies. Properly interpret, understand, and use regulations and policies
- Train, supervise and evaluate all assigned personnel in conjunction with the agency's policies and procedures. Leads and delegates responsibility and coordinates the activities of others.

Required Skills/Abilities:

- Excellent verbal and written communication skills, comfortable making presentations to small and large groups.
- Knowledge, comfort, and experience with relational databases and knowledgeable of community resources.
- Experience with data analysis; ability to translate agency data needs with database structure for ease of use and value added for reporting purposes.
- Experience working with a diverse group of people.
- Ability to perform responsibilities independently and as part of a team member.
- Ability to maintain a compassionate and professional manner.
- Professional work and punctuality habits are necessary to accomplish organizational goals.
- Reliable transportation.
- Demonstrated experience motivating others through effective leadership.

Education and Experience:

- Bachelor's degree in a related area and 2+ years management or equivalent experience.
- Work experience within the Data, Information Systems, or Human services field preferred.

Compensation:

- Exempt position starting at minimum, \$39,263 annually.



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- Benefits Package including:
 - Medical, Dental, & Vision
 - 401k Matching
 - Employer-paid Life Insurance

Ready to apply? Email us your resume at HR@housingresourcesinc.org or scan the QR code below to submit your application today!

