QUALITY MANAGEMENT SPECIALIST PPP is one of the largest Harm Reduction Public Health Organizations in the country. PPP administers over 15 programs through a combination of fixed building as well as truck and street delivered locations. PPP is one of the largest syringe exchange programs in the country. PPP currently administers a Drop In Services Center or Daytime Engagement Center, a Female Identified Drop in Night, the Syringe Exchange Program, an Overdose Prevention Education and Naloxone Distribution Program, 2 homeless respites, a Homeless Outreach Team, a Hot Meal program, a Ryan White supported Food Bank, Case Management Services, including Medical Case Management, HCV Navigation and Case Management, HIV and HCV Testing and Linkage, a Legal Clinic, Medication Assisted Treatment, Mobile and In-Building Free Medical Clinics, HIV and Adult Family Medicine Primary Care, Mail Services, Art Programming, a Police Assisted Diversion Program, and Social Work Services.

**REPORTS TO**

The Quality Management Specialist reports to the Associate Executive Director of Prevention Point Philadelphia, but works closely with the Director of Programs.

**RESPONSIBILITIES**

* Engage in bi-weekly supervision with Associate E.D., and meet regularly with and support the work of the Director of Programs
* Work with Program Coordinators, Director of Programs, and each team to improve data collections systems and / or roll out new data collection systems
* Work with Program Coordinators, Director of Programs, and each team to identify benchmarks, program outcome goals, as well as program quality goals
* Work with Program Coordinators and each team to develop team cohesion and wellness goals, as well as staff efficacy goals
* Work with Program Coordinators and each team to develop, concretize, and evaluate program, participant, and staff and efficacy success goals
* Work with Program Coordinators and each team to align program outcomes and quality measures with funder and mandatory reporting requirements
* Support all PPP programs to get or stay on a reporting schedule, be universally aware of benchmarks and program goals, and identifying the tools and training needed to meet and report on program outcomes and quality
* Co-facilitate one quarterly team meeting for each program team, focused on implementing and reflecting on strategic goals and quality adherence and improvement
* Participate in, and help guide, quality management and quality improvement task group
* Document course correction measures identified for any teams or programs needing improvement
* Assist Program Coordinators with operationalizing roll out of course correction and QM improvements
* Perform other tasks as directed

**SKILLS**

* Strong commitment to social justice
* Harm reduction counseling skills
* Understanding of the principles of community health care and service to special population
* Spanish language skills a plus; cultural competence required
* Excellent interpersonal skills, including friendliness, and empathy
* Strong leadership and communication skills

**EXPERIENCE**

* Experience with or interest in working with organizations serving homeless individuals impacted by substance use

**EDUCATION**

* Though completion of a Masters Degree in the Behavioral, Social, or Medical Sciences is preferred, individuals with a Bachelor’s Degree are strongly encouraged to apply.

COMPENSATION: Compensation for this position is as an annual salaried individual and is based on skills, experience, and education