



G.A. FAMILY SERVICES

Director of Quality and Evaluation Lutheran - Gustavus Adolphus Child and Family Services

Lutheran of Jamestown, NY seeks a Director of Quality and Evaluation for its Gustavus Adolphus Child and Family Services division to provide ongoing assessment and evaluation of the Residential Treatment Center program to assure that youth resident needs, agency standards and funding requirements are met, including regularly assessing any gaps, monitoring performance and working with key leaders to implement solutions.

Interested candidates should have a Social Services-related Master's Degree or a Bachelor's Degree in healthcare field with related work experience, plus at least 3-5 years' experience supporting quality management activities within a social services program. Additionally, the Director of Quality and Evaluation must have:

- Demonstrated knowledge and/or prior experience with The Joint Commission and/or Council on Accreditation (COA) standards for the accreditation of Residential Treatment Centers and the basic tenets of quality improvement;
- Proficiency in data collection, analysis and management;
- Knowledge of TQM principles and program evaluation methodologies;
- Demonstrated experience working collaboratively with staff and other stakeholders to develop, implement and track quality work plans and plans of correction using evidence-based Quality methodologies;
- Expertise interpreting regulatory requirements and developing and implementing systems to meet service-delivery mandates;
- Excellent oral and written communication skills;
- Ability to work both independently and as a member of a productive team;
- Excellent organizational skills, attention to detail and accuracy;
- Strong critical thinking and assessment skills.

Gustavus Adolphus (G.A.) Family Services is founded on a tradition of caring and compassion toward youth that reflects its heritage back to 1885. We provide a full continuum of services for at-risk youth and their families including a residential and group home level of care, a Chapter 853 education program, therapeutic foster care, traditional foster care, and preventative services. All services are individualized, child-centered and permanency-focused. We promote youth and family involvement in their care plan from the intake process and throughout their placement. We use individual treatment team meetings and service plan reviews along with ongoing communication to encourage the growth and development of the child, youth and family.

Send cover letter and resume to: Richard A. Koerner
Human Resources Consultant
RA Koerner & Company
273 S. Portage Street
Westfield, NY 14787
rkoerner@trueleaders.net

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