

Director of Quality Improvement and Innovation

Full-time/Benefits Eligible

Bilingual Preferred

Monday – Friday 8:30 am – 5:00 pm

Salary: \$70,000*/year (not negotiable)

*Bilingual differential pay available



PLEASE NOTE: if you are interested in applying for this position, please go to emergecenter.org/employment to fill out a full application. Resumes and cover letters submitted through Indeed (or any third-party website) will NOT be reviewed.

Emergence Center Against Domestic Abuse has begun an organizational process of transforming philosophy and practice to acknowledge the root causes of violence as being embedded in multiple, intersecting systemic oppressions (sexism, racism, homophobia, transphobia, classism/poverty, able-ism, and anti-immigrant sentiment).

These conversations directly impact the climate and culture of our organization and are tied to the climate and culture in our community related to violence as a normalized experience. We are seeking team members across the organization who understand that humanizing the experience of all people is a radical act in a non-profit system and who are willing to be a part of transforming our organizational culture to be a more antiracist multicultural institution.

We are seeking job applicants who understand it is our responsibility to ensure that our responses to domestic abuse must include the experiences of those who are most in need and who have the least amount of access to help and support and who can work in an environment that is rapidly changing.

We're committed to making our community a safer place for everyone. Join us!

POSITION OVERVIEW

The Director of Quality Improvement and Innovation provides compassionate support to all programs to ensure the effectiveness, and continuous improvement of domestic violence services and programs that are equity-centered, innovative, co-created and sustainable in partnership with all staff. This role guides and supports staff on quality improvement initiatives, using a collaborative and co-creative approach to support employees' integration of organizational change into their practice.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Commits to upholding the agency's mission, vision, community guidelines and values. We value diversity, inclusion, equity, and belonging in all that we do.
- Engages in radical service to, and acceptance of, staff and participants as they are by committing to showing up with integrity and love and encouraging all to use their power to affect change
- Commits to creating and maintaining a safe, equitable, trauma-informed, and healing work environment for all participants and staff members
- Commits to a culture of understanding how our collective actions affect participants' efforts to regain their independence and rebuild their lives
- Assesses potential crisis situations responding to, and accurately documenting, in an equity-centered and trauma-informed manner while notifying appropriate personnel as soon as possible
- Follows all protocols and practices of Emerge programs, as well as all city, county, state, and federal rules
- Displays an ability to identify problems and generate a range of solutions utilizing creativity, collaboration, open communication, and critical thinking skills
- Champions the organization's culture of feedback by consistently providing and seeking feedback and encouraging others to do the same

- Maintains confidentiality of shelter sites and information pertaining to all staff, participants, and visitors
- Dedicated to personal development, furthering knowledge, services, and approaches to better meet the needs of participants and staff
- Strives for innovation incorporating new tools, practices, and mindsets that support relationship building, rest, restoration, and healing; not only for collective liberation but also for our individual wholeness, freedom, and ability to thrive
- Attend all meetings and trainings as required

RESPONSIBILITIES COMMON TO ALL LEADERSHIP POSITIONS

- Ensures programs, services, and practices support the vision, mission, community guidelines, values, and philosophy of the agency
- Cultivates a culture of love, safety, liberation, responsibility and repair, innovation, anti-racism, and anti-oppression, and supports and promotes innovative practices aligned with these values
- Builds authentic relationships with staff through a holistic, equitable assessment process that honors each person's lived experience, intersectionality, needs, personal history, strengths, and pain, and fosters a sense of belonging
- Supports values-based leadership and actively builds an equity-centered culture where fairness, justice, and belonging are at the forefront of decision making, and organizational practices
- Promotes, embraces, and actively seeks to co-create spaces that are inclusive of employees from diverse backgrounds, perspectives, and experiences
- Builds relationships and a sense of community among staff, with a focus on increasing equity, inclusion, and belonging through collaborative and co-creative practice
- Encourages power sharing and takes action to create a culture where staff feel valued, respected, and empowered to perform their best using their gifts, skills, knowledge, and lived experiences to transform the organization and the community we serve
- Ensures that the practices function in accordance with standards set forth in contracts and agency policy
- Fosters positive and effective, nonviolent communication that promotes transparency, responsibility, and inclusivity.
- Manages programs to ensure they are equitable, sustainable and results driven
- Stays informed about current domestic abuse research, strategies, initiatives, promising practices, and regulations
- Continuously monitors and evaluates the organization's progress

ESSENTIAL DUTIES

- Creates and implements a continuous system for tracking and evaluating staff training completion, competence, and the incorporation of organizational change and innovative practices into their work agency-wide
- Establishes and trains staff on documentation standards to ensure accuracy and completeness
- Ensures that documentation of services in the Client Track database is accurate and complete and collaborates with staff to co-create strategies for continuous improvement, innovation, and staff support
- Monitors the implementation of trauma-informed and equity-centered services and collaborates with staff to co-create strategies for continuous improvement and innovation
- Collaborates with staff and managers to co-create strategies that ensure optimal satisfaction of services and practices that honor the needs of participant
- Tracks cases of exposures to illnesses and collaborates with staff and managers to ensure appropriate responses and support for participants and staff
- Tracks Department of Child Safety case information that may impact case plans and reunification.
- Monitors participants' exits, including discharge notes and any pertinent information pertaining to the participant's stay in Emerge programs, and co-develops strategies for the continuous enhancement of services.
- Develops and implements a system for reporting and responding to incidents of staff, intern, and volunteer harm, hurt, and/or violence, ensuring that managers are responding to those incidents in a timely, equity-centered and trauma informed manner

- Develops an ongoing, systematic process to periodically review files for accuracy, completeness, quality, and compliance with policy and contract obligations
- Develops and implements a practice for effectively managing and storage of participant files, including guidelines for retention, data sharing, auditing, and monitoring
- Develops an ongoing, systematic process to monitor and evaluate the quality, effectiveness, satisfaction, and appropriateness of client service and program operations
- Leads quarterly sessions to gather participants and staff input for program delivery, service improvement, and new practices
- Collects and interprets data, in partnership with staff, to inform the quality of services and uses this data to co-create strategies for continuous improvement and innovation
- Prepares and presents reports to the Senior Leadership Team, managers, and staff on the progress of quality improvement and innovative practices, with a focus on transparency, collaboration, and co-creation
- Addresses issues pertaining to the quality of programming and/or services in collaboration with staff, with a focus on continuous improvement and innovation
- Communicates significant risk issues to the Executive Vice President and CEO as needed, with a focus on collaborative problem-solving and co-creating solutions
- Works in collaboration with the various teams to update policies and procedures that align with current best practices and ethical standards and ensure staff have the most current policies and procedures to inform their practice
- Develops and oversees the implementation of a trauma informed environment across all domestic violence programs and sites. Collaborates to ensure all physical spaces are designed and organized in a manner that promotes safety, comfort, and healing
- Ensures that all physical spaces are accessible to individuals with disabilities, considering factors such as wheelchair accessibility and accommodations for those with sensory sensitivities
- Creates approach to address potential confidentiality vulnerabilities, conducting site visits to proactively mitigate risks associated with sensitive paperwork, audits, and the secure handling of confidential information
- Welcomes, assesses, and orients owners and pets to the shelter, including ensuring proper pet documentation is received in a timely fashion

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 6 years of work, professional or life experience (personal), in the following areas:

Note: *Emerge recognizes that the required skills and knowledge needed to serve survivors of domestic abuse can be derived by formal professional experience as well as other life experience outside of a professional setting. Applicants will be asked to make direct connections between their work/life experience and the required qualifications. We value the added foundation of formal education, however, any years spent in an educational institution will not count directly toward the number of years required/preferred.*

- Knowledge of the dynamics of domestic abuse and/or sexual violence
- Experience working to support and advocate for survivors of gender-based violence, understanding of working with trauma-based reactions/behaviors (particularly during escalated situations/conversations)
- Knowledge of how trauma and intersectionality impacts participants' ability to request and receive support in a non-profit setting
- Demonstrated knowledge and practice working with how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence
- Ability to examine your own power, privilege and/or oppressions to work in service of all survivors
- Experience designing quality improvement strategies and implementation in a non-profit setting
- Knowledgeable in the techniques used to plan, implement, and evaluate programs or initiatives.
- Experience designing staff development goals and training
- Experience coaching and supporting staff in the delivery of services related to gender-based violence

- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting
- Ability to build authentic relationships with team members, supervisors, and program participants through practices such as listening to gain deeper understanding, being vulnerable and engaging in giving and receiving feedback
- Ability to examine your own privilege and connections to power and/or oppressions so that you can work in service and consideration of the entire humanity of others
- Ability to function in a complex institution and systems with a focus on problem solving and adaptability
- Knowledge of group facilitation and dynamics
- Ability to communicate, both written and oral, clearly, and concisely
- Ability to work independently and collaboratively, building authentic relationships with team members, supervisors, and participants
- Preferred: Bilingual (English/Spanish)
- Ability to work well independently and be self-motivated
- Proficient computer skills including e-mail, calendars, document processing, spreadsheets, and databases
- Ability to travel within a designated service area for work

OTHER REQUIREMENTS

- Ability to obtain fingerprint clearance through the Arizona Department of Public Safety
- Ability to obtain CPR/First Aid certification
- Valid Arizona Driver License and proof of automobile insurance (as applicable)

PHYSICAL DEMANDS

- Must be able to sit or stand during an 8–10-hour workday.
- Must be able to lift to twenty-five pounds

Emerge is an Equal Opportunity Employer

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