



Position Announcement

Resettlement Quality Assurance Coordinator

JOB TITLE: Resettlement Quality Assurance Coordinator

PROGRAM: Refugee Service

REPORTS TO: Director of Refugee Services

LOCATION: Concord, CA

EMPLOYMENT TYPE: Full time, Exempt

OUR AGENCY

Guided by Jewish values and in collaboration with the diverse communities we serve, JFCS East Bay contributes to the resilience of communities, families, and individuals through advocacy and comprehensive support services at every stage of life.

The agency's current programs include resettling refugees, providing mental health services to children and families, offering immigration legal services, and supporting seniors and Holocaust survivors. Our staff of more than 60 employees is characterized by its dedication, teamwork, warmth, and humor. Agency offices are located in downtown Berkeley (five blocks from BART) and Concord (five blocks from BART), with a satellite location in uptown Oakland.

JFCS East Bay actively seeks to hire qualified professionals who reflect the cultural and linguistic diversity of the East Bay and of our clients. We are committed to creating a community where staff and clients from all backgrounds feel safe, welcome, and included. We are looking for equity-minded applicants who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. We hope to expand our diversity in the belief that clients heal best when staff represent the communities they serve and are guided by values of social justice.

POSITION SUMMARY

The Resettlement Quality Assurance Coordinator will be responsible for overseeing the resettlement program's compliance requirements per the H AIS cooperative agreement. The Resettlement Quality Assurance Coordinator will ensure that case files comply with all program standards and grant requirements. They will ensure that all electronic and hard case files, and databases are maintained per policies and guidelines.

POSITION RESPONSIBILITIES

- Provide quality control for Refugee Resettlement client case files. Ensure timely and accurate compliance of all required documents, forms, copies of correspondence, communications with affiliates, and notes for each client in accordance with the Cooperative Agreement
- Review all case files once per month. Complete compliance checks. Provide corrections within 30 days
- Provide ongoing training, coaching, and skill-building to improve resettlement team and individual Case Manager performance
- Participate in relevant HIAS R&P meetings. Update the resettlement team with any new case management suite changes or other new requirements
- Ensures that all client files are organized into current folders and meet compliance requirements as outlined by Cooperative Agreements. Maintain and organize current filing system
- Communicate with, train and support Case Managers to ensure appropriate and timely service documentation that complies with contract and Department requirements
- Attend and participate in staff meetings
- Participate in regular sessions with Director and Coordinator to report findings/trends, discuss strategy, and monitor quality control progress
- Perform other duties as directed

REQUIRED MINIMUM QUALIFICATIONS

- Bachelor's degree in related field or equivalent experience
- Strong ability to work independently and with other team members.
- Ability to maintain confidentiality at all times
- Experience with regulations/compliance/editing/proofreading. A keen attention to detail is required.
- Analytical and problem-solving skills. Must have assessment skills to identify non-compliance risks.
- Ability to read HIAS news and identify new applicable rules to Department work
- Highly organized and detail-oriented with the ability to meet deadlines and manage multiple cases simultaneously
- Maintains a high level of integrity in complying with required guidelines and regulations.
- Possesses excellent written communication skills including the ability to produce reports and policy documents.

PREFERRED QUALIFICATIONS

- Knowledge of Refugee Resettlement Program requirements and policies.
- Experience working with refugee and immigrant populations.
- Experience in providing effective support and feedback to a diverse team.
- A working knowledge of a second language, such as Spanish, Ukrainian, Dari, Farsi, Pashto, Arabic, Burmese, or Tigrinya

COMPENSATION AND BENEFITS

Compensation for this position will be \$53,000-\$55,000. Benefits include medical, dental, vision, Life Insurance/AD&D, Long Term Disability, flexible spending accounts, 401(k) with contribution matching after one year, and 28 paid days off per year. We also offer the option for hybrid work schedules where employees can work from home as well as in-office.

EEO STATEMENT

As an Equal Opportunity Employer, JFCS East Bay does not discriminate on the basis of any protected categories: age, ancestry, citizenship, color, disability, gender, immigration status, marital status, national origin, race, religion, sexual orientation, or veteran's status. The agency is committed to the principles of diversity in employment and to creating a community where everyone can flourish with dignity.

CONDITION(S) OF EMPLOYMENT

Satisfactory completion of a background check (including LiveScan where applicable). The background check may include, but is not limited to: criminal records check, verification of academic credentials, licenses, certificates, credit history, professional references and/or verification of work history is required for employment. JFCS East Bay will issue a conditional offer of employment to the selected candidate, which may be rescinded if the background check reveals disqualifying information.

COVID VACCINATION POLICY

JFCS East Bay requires staff to be fully vaccinated against COVID-19, including the booster shot, or declare a medical or religious exemption. Candidates should be prepared to provide proof of vaccination or complete a medical or religious exemption form.

APPLICATION PROCESS

Please submit a thoughtful cover letter and resume to currentjobs@jfcs-eastbay.org. Please also include the job title in the subject line. Position open until filled.