



***NOW HIRING! FULL-TIME PROGRAM SPECIALIST - QUALITY ASSURANCE/DATA ENTRY***

***Hours: Monday – Friday 8:00am – 5:00pm***

***Pay: \$14.42/hr - \$19.03/hr D.O.E***

**Summary/Objective** - The Program Specialist/QA utilizes best practices and tools to ensure data collected for the HOPES parenting program is accurate and complete as per program standards.

**General Duties**

- Follow data management processes to collect, track and report data in a timely manner.
- Run reports throughout the month to check for errors and accuracy. Communicate with team members as needed to maintain an accurate record of services and report performance measures.
- Conduct quality assurance reviews on client files and documentation system.
- Maintain confidentiality standards when handling client data.
- Assist team members with completing enrollment packets and with delivering incentives to program participants.
- Participate in family engagement events and engage with families in a friendly and positive manner.
- Promote the HOPES program by participating in outreach activities, conducting presentations, and informing the community of parenting classes.
- Participate in the planning and executing of agency events and other tasks as assigned.

**Required Education and Experience**

- High School Diploma/GED
- Ability to read, analyze and report data
- Highly competent in Word, Excel and Teams
- Ability to work both independently and in a team
- Valid Driver's License

**Preferred Education and Experience**

- Experience with data entry and quality assurance
- Bilingual

**Additional Eligibility Qualifications - Must pass criminal history background check**

**Other Duties** - Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Work Environment** - Office setting, computer/work station

**Physical Demands** - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Please submit application (<http://pdnchildrens.org/career-opportunities/>), resume, and proof of education to [admin@pdnchildrens.org](mailto:admin@pdnchildrens.org)

**“NO PHONE CALLS, PLEASE”**