Open Position: Director of Performance and Quality Improvement
Be a Part of God’s Work at Agape!

We are currently accepting resumes for the following position:

**Director of Performance and Quality Improvement**

Agape has an opening for the **Director of Performance and Quality Improvement (PQI)**. This position will shepherd Agape’s adherence to Performance and Quality Improvement (PQI) standards that encourage the use of data to identify areas of needed improvement and implement improvement plans in support of achieving performance targets, program goals, client satisfaction, and positive client outcomes. A hallmark of Agape’s comprehensive approach to PQI is the promotion of a broad-based, organization-wide process inclusive of staff and stakeholders, as a vital, necessary management tool. This role demonstrates the impact of Agape and its collaborative partner services through program evaluation and research and promotes data-driven improvement across the agency. This position is responsible for a comprehensive strategy and implementation, program performance evaluation, and continual quality improvement support for a wide range of service deliverables. Responsible for the oversight of all data assets, tools, and analytics ensuring that all deliverables are timely, accurate, and of the highest quality. This position will lead agency efforts to build Powerlines Community Network (PCN) partner capacities to apply results-based accountability principles to their work and establish a data-driven culture to monitor and collectively respond to quality issues. Will facilitate targeted process improvement (research-driven design and rapid cycle improvement) to iterate effectiveness of youth- and family-centered pathways across agencies and systems in order to finalize a full system of care intervention model and prepare for replication. This Director will provide supervision and development of appropriate staff. Works in partnerships and relationships with key community leaders, supporters, and advocates.

**Education & Experience Required:**
Master’s degree from an accredited institution in Information Systems, Computer Science, Statistics, Mathematics or related field of data assessment, measurement, evaluation, and research, and a minimum of 5-7 years of work-related experience in data management, assessment, and implementation with large scale statistical analysis. Formal training and proven experience in critical data and evaluation; Expertise in the development and oversight of program evaluation activities; Strong ability to analyze quantitative and qualitative data and information from various sources to determine needs and create solutions. Must be highly capable, have a superior record of accomplishment and comprehensive business or technical knowledge and skills. Demonstrated ability to lead and work with a wide range of people; Excellent organizational and leadership skills; Outstanding analytical and problem-solving abilities and a proven self-starter; Excellent communication skills, both verbal and written; demonstrated computer proficiency, including Microsoft Office Suite and other software applications essential to this position. Must have an automobile available for business use and maintain a current driver's license and current auto insurance with acceptable coverage levels. Will be required to work a flexible schedule and be available as needed on some evenings and weekends. The candidate must be willing to engage in Agape’s accreditation (COA) and Performance Quality and Improvement (also known as Continuous Quality Improvement) standards of quality & excellence.

**Annual Salary Minimum: $65,000**

**About Agape:**
Agape Child & Family Services is a faith-based, non-profit organization dedicated to providing children and families in Memphis with healthy homes. Agape serves nearly 10,000 children and families each year in an effort to keep them safe, smart and successful through school-based initiatives and site-based services in under-resourced communities; counseling; homeless services; adoption and foster care. In partnership with the Tennessee Department of Human Services, Agape and its community partners have expanded services via a two-generation model, wholly serving youth and parents in a poverty-reduction strategy, providing support, permanency, and sustainability in Frayser, Hickory Hill and Whitehaven. To learn more, call 901.323.3600 or visit agapemeanslove.org.

**We are Proud to Offer:** Competitive Pay, Excellent Benefits, Paid Holidays, and Opportunities for Professional Growth and Development

**Visit Our Online Career Portal to Apply:**
http://agapemeanslove.org/career-opportunities/

*All positions require a valid driver's license and automobile insurance. All applicants are subject to a drug screening and background check. Agape is a Christian organization and has certain religious requirements for its employees.*