

TURNAROUND, INC.
Job Description

Job Title: Quality Assurance (QA) Coordinator

Department: Administration

Reports To: Program Manager, Data Systems & Quality Assurance

Classification: Exempt

Location: Towson, MD/Hybrid

Salary Range: \$57,000 - \$62,000 (based on education and experience)

Summary

The Quality Assurance (QA) Coordinator is responsible for ensuring the delivery of high-quality, trauma-informed, and survivor-centered services across all programs. This role supports compliance with federal, state, and local regulations, as well as funder and accreditation requirements specific to victim services.

The QA Coordinator plays a critical role in monitoring documentation, incident reporting, and client grievance processes to ensure survivor safety, confidentiality, and dignity are upheld. This position also leads continuous quality improvement efforts by analyzing data, identifying trends, and collaborating with program leadership to strengthen services for survivors of intimate partner violence, sexual violence, and human trafficking.

Key Responsibilities

Quality Assurance & Compliance

- Conduct regular reviews of client files and program documentation to ensure accuracy, completeness, and compliance with confidentiality laws (e.g., VAWA, HIPAA where applicable).
- Monitor adherence to trauma-informed, survivor-centered, and culturally responsive service standards.
- Ensure compliance with grant requirements, contracts, and applicable victim service regulations.
- Support program readiness for audits, monitoring visits, and accreditation processes.

Incident Reporting & Client Safety

- Oversee the documentation, tracking, and review of critical incidents, including safety concerns, breaches of protocol, and adverse events.
- Ensure all incidents are reported, documented, and addressed in alignment with organizational policies and survivor safety standards.
- Analyze incident trends to identify systemic risks and recommend strategies to improve safety and service delivery.
- Collaborate with leadership to implement corrective actions and strengthen risk management practices.

Client Complaints & Grievance Process

- Manage the client grievance process, ensuring all complaints are handled in a timely, confidential, and trauma-informed manner.
- Track and analyze complaint data to identify patterns, service gaps, or equity concerns.
- Work with program leadership to resolve concerns and implement improvements that enhance survivor experience and trust.

Data Management & Reporting

- Collect, analyze, and interpret program data related to service delivery, outcomes, incidents, and client feedback.
- Maintain secure and confidential data systems in compliance with victim service data protection standards.
- Prepare regular reports for leadership, funders, and stakeholders, including insights on quality, safety, and program effectiveness.
- Assist in developing outcome measures that reflect survivor well-being, safety, and empowerment.

Continuous Quality Improvement (CQI)

- Lead and support CQI initiatives to enhance program effectiveness and service quality.
- Use data from audits, incidents, and client feedback to inform improvements.
- Partner with program staff to identify service gaps and implement solutions that are responsive to survivor needs.

Training & Staff Support

- Provide training and technical assistance to staff on documentation standards, incident reporting, confidentiality, and trauma-informed care.
- Support staff in understanding and applying best practices for working with survivors of violence and exploitation.
- Develop tools, checklists, and guidance documents to strengthen quality and consistency across programs.

Policy & Procedure Development

- Assist in developing and updating policies and procedures related to documentation, incident reporting, confidentiality, and grievance processes.
- Ensure alignment with best practices in victim services, trauma-informed care, and survivor safety.

Education & Experience

- Bachelor's degree in Social Work, Public Health, Criminal Justice, Nonprofit Management, or a related field required (Master's preferred).
- Minimum of 2–3 years of experience in quality assurance, compliance, or program evaluation within a human services or victim services setting.

Knowledge, Skills, and Abilities

- Strong understanding of trauma-informed care, survivor-centered practices, and the dynamics of intimate partner violence, sexual violence, and human trafficking.
- Knowledge of confidentiality laws and ethical considerations in victim services (e.g., VAWA, HIPAA where applicable).
- Experience managing sensitive information, including incident reports and client grievances.
- Strong analytical skills with the ability to interpret data and identify trends.
- Excellent attention to detail and organizational skills.
- Strong written and verbal communication skills.
- Ability to handle sensitive and high-risk situations with professionalism, discretion, and empathy.
- Ability to collaborate effectively with multidisciplinary teams.
- Commitment to equity, cultural humility, and serving diverse and marginalized populations.

Work Environment

- Combination of office, remote, and on-site program settings (e.g., shelters residential programs, community-based offices).
- May require occasional travel between program locations.
- Work may involve exposure to sensitive and emotionally challenging information.

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. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Routine office mobility.
- Ability to comfortably speak for an hour or more.
- Ability to sit and work at a computer for extended periods.
- Sustained posture in a seated position for prolonged periods of time.
- Ability to travel locally as needed.
- Must have valid driver's license and utilize personal vehicle.

Language Skills

Ability to communicate clearly, professionally, and diplomatically, and interact effectively with candidates, hiring managers, employees, and external vendors.

Affirmative Action/ Equal Employment

TurnAround, Inc. provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

[This job description is intended to describe the general nature and essential duties of the position. Duties, responsibilities, work assignments, and reporting relationships may be changed, added, or reassigned at any time based on program needs, operational requirements, funding availability, regulatory changes, or organizational priorities. TurnAround reserves the right to modify the position description as necessary to meet the needs of the agency and the individuals we serve.]