

**Third-Party Contractor Quality Assurance Provider
Jonesboro Sunset Gardens Multifamily Service Coordinator Program**

The Jonesboro Urban Renewal and Housing Authority is seeking a qualified, objective third-party contractor Quality Assurance (QA) professional to perform eligible QA functions to evaluate the Multifamily Housing (Elderly) Service Coordinator (MFSC) Program during mid-October, preferably on October 20, 2023 and then every 12 months thereafter. Contract will begin on the date of the QA and renewed annually.

QA is an impartial evaluation by a qualified professional to ensure that a consistent and competent service coordinator program is effectively implemented.

Qualifications of an Objective Third-Party Quality Assurance Professional

Minimum Required Qualifications:

- Education or licensing in social work, gerontology, psychology or a related health care field
- Work experience in social or health care services - For example, staff of an Area Agency on Aging
- At least three years supervisory experience

Preferred Qualifications:

- Training in the aging process, elder services, disability services, and other issues specific to understanding the senior population that the MFSC position serves
- Two to three years of experience in social service delivery
- Have sufficient knowledge of a service coordinator program
- Demonstrated working knowledge of supportive services and other resources in the area served by the project
- Demonstrated ability to organize, develop outcomes and appropriate outcomes measures, problem solve, and provide results
- Experience with QA/program evaluation
- Sufficiently familiar with HUD program grants

Eligible Quality Assurance Functions

The QA professional will perform a program evaluation review annually to ensure the service coordinator is providing the assistance that residents require.

QA Tasks:

- Review service coordinator's files
- Review service coordinator's activities
- Conduct resident survey
- Make programmatic recommendations (if needed)
- Help the service coordinator establish and sustain partnerships (if needed)
- Provide technical assistance and guidance (if needed)
- Complete program evaluation report

Interested qualified applicants please submit a cover letter, resume and contractor fee rate to Malia Layton via email at malias@jurha.org or via mail to 330 Union Street, Jonesboro, AR 72401. All documents must be received **no later than noon, August 24, 2023. No phone calls, please.**

All qualified applicants will receive due consideration for employment without regard to race, age religion, sex, color, national origin, disabled status, familial status, or sexual orientation. Qualified disabled persons shall not, on the basis of their disability, be subjected to discrimination in employment.

The Jonesboro Urban Renewal and Housing Authority (JURHA) reserves the right to reject any and/or all proposals. The JURHA is an equal opportunity employer and contracting agency.