PROGRAM COMPLIANCE & QUALITY ASSURANCE MANAGER

Department: Administration
Classification: Exempt
Location: San Diego, California

Reports To: Director of People & Culture
Status: Full-Time
Salary Range: $79,000 to $85,000 annually

POSITION SUMMARY

The Program Compliance & Quality Assurance Manager provides agency-wide compliance monitoring, quality assurance, technical assistance, and process improvement support across Chicano Federation's federal, state, county, and grant-funded programs, including Nutrition/CACFP, Home-Based and family support services, Infant and Toddler services, Child Development, Housing, Workforce Development, Youth and Community programs, and other funded programs as assigned.

Working collaboratively with Program Directors, Supervisors, People & Culture, Finance, and organizational leadership, the Manager helps ensure programs operate in accordance with applicable regulations, contracts, funding requirements, internal policies, and established procedures.

The Manager conducts periodic compliance reviews, file sampling, spot checks, and other quality assurance activities to identify potential risks, strengthen internal processes, support corrective action, and maintain organizational readiness for external audits and monitoring.

This position serves as an additional layer of organizational oversight and support. Program Directors and Supervisors retain responsibility for the day-to-day operation and compliance of their respective programs, including supervising staff and ensuring required program activities are completed accurately and timely.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Compliance, Quality Assurance & Audit Readiness

- Maintain working knowledge of regulatory, contractual, funding, and documentation requirements applicable to assigned programs.
- Develop and maintain an agency-wide compliance monitoring schedule based on program requirements, funding obligations, prior findings, and areas of organizational risk.
- Conduct periodic file reviews, sampling, spot checks, and monitoring activities to evaluate the accuracy, completeness, and timeliness of program documentation and required activities.
- Verify that required site visits, follow-up activities, reporting, corrective actions, and other program requirements are completed according to established procedures and timelines.
- Identify trends, discrepancies, recurring concerns, or areas where established requirements and procedures are not consistently followed.
- Support programs in preparing for external audits, funder monitoring, licensing reviews, contract reviews, and regulatory assessments, including coordinating and reviewing requested documentation.
- Assist leadership in reviewing findings, developing corrective action plans, and monitoring identified deficiencies through resolution.
- Conduct follow-up reviews, when appropriate, to verify corrective actions have been implemented and escalate significant, repeated, or unresolved compliance concerns to appropriate leadership.

- Maintain appropriate documentation of compliance reviews, findings, recommendations, and corrective actions.

Process Improvement & Program Support

- Partner with Program Directors and Supervisors to strengthen internal controls, documentation practices, monitoring procedures, and workflows when gaps are identified.
- Develop practical quality assurance tools, checklists, templates, and procedures that promote consistency and accountability across programs.
- Provide technical assistance to program leadership in interpreting and applying regulatory, contractual, and funding requirements.
- Monitor changes to applicable regulations and funding requirements and communicate significant changes to appropriate leadership.
- Identify successful practices and opportunities for continuous improvement that may be implemented across programs.
- Partner with People & Culture when compliance findings involve employee performance, failure to follow established procedures, or other personnel-related concerns.

Training & Collaboration

- Identify training needs based on monitoring results, audit findings, regulatory changes, and recurring program concerns.
- Develop or coordinate compliance-related training and reference materials for Program Directors, Supervisors, Program Leads, and staff.
- Provide coaching and technical assistance when documentation, procedural, or compliance gaps are identified.
- Collaborate with program leadership to strengthen supervisory monitoring and accountability without assuming responsibility for the day-to-day management of program staff.
- Promote an organizational culture of compliance, accurate documentation, accountability, collaboration, and continuous improvement.

QUALIFICATIONS

- Bachelor's degree in public administration, business administration, nonprofit management, social services, compliance, quality assurance, or a related field preferred.
- Minimum of three to five years of progressively responsible experience in program compliance, quality assurance, program operations, grants/contracts administration, monitoring, auditing, or a related field.
- Experience working with government-funded, grant-funded, or highly regulated programs strongly preferred.
- Experience preparing for or participating in government, funder, licensing, or regulatory audits and monitoring preferred.
- Equivalent combinations of education and relevant professional experience may be considered.

KNOWLEDGE, SKILLS & ABILITIES

- Ability to interpret and apply regulations, contracts, policies, program guidance, and funding requirements.
- Strong analytical skills with the ability to identify patterns, inconsistencies, risks, and process gaps.
- Excellent attention to detail, organization, documentation, and follow-through.
- Ability to communicate findings objectively and constructively while maintaining collaborative relationships with program teams.
- Strong written and verbal communication, training, and technical-assistance skills.
- Sound judgment, discretion, and ability to handle confidential or sensitive information.
- Ability to manage multiple programs, priorities, deadlines, and monitoring activities.
- Proficiency with Microsoft Office and ability to learn program-specific databases and compliance systems.

WORKING CONDITIONS

This position works in both office and program environments and may require regular travel between Chicano Federation locations and program sites throughout San Diego County. Some schedule flexibility may be required during audits, monitoring visits, corrective action periods, or other time-sensitive compliance activities.