



Title: Quality Improvement Manager (Full-time)

Reports to: Director of Community Relations

Position Summary: The Quality Improvement Manager at the Vermont Foundation of Recovery (VFOR) will be responsible for implementing data-driven decision-making across the organization, optimizing technology to improve organization efficiency, and enhancing marketing and fundraising efforts. This role will lead efforts to streamline operations, boost visibility, increase donor engagement, and provide actionable insights through data analytics. The individual will work closely with leadership and cross-functional teams to implement technology solutions and create scalable processes that advance VFOR's mission of supporting individuals in recovery.

Key responsibilities:

- Utilize data analytics to drive decision-making across marketing campaigns, donor engagement, program effectiveness, and operational improvements.
- Lead the design, implementation, and management of technological solutions to improve operational efficiency, marketing, and fundraising strategies to include change management.
- Develop and optimize CRM systems (such as Behave Health) to enhance data tracking and reporting on fundraising activities, donor interactions, and program outcomes.
- With the support of the Director of Community Relations, develop data-driven marketing strategies, including website improvements, social media campaigns, and email outreach initiatives.
- Oversee the integration of technology platforms that support online donations, event management, and community outreach, ensuring a seamless user experience.
- Lead efforts to automate and improve reporting on key performance indicators (KPIs) related to fundraising, client outcomes, program participation, and overall organizational growth.
- Work with the leadership team to identify technology gaps and recommend tools or systems to increase efficiency across departments, including finance, operations, and communications.
- Ensure accurate and consistent data collection, analysis, and reporting for internal performance tracking and external reporting to stakeholders and funders.
- Prepare regular reports and dashboards for leadership and the Board of Directors, highlighting trends, improvement areas, and success metrics in marketing, fundraising, and operational performance.
- Ensure compliance with regulatory and best practice standards in data management, digital fundraising, and marketing efforts.

Knowledge, Skills and Attributes:

- Excellent communication, interpersonal, and problem-solving skills are essential. Ability to interact effectively with a diverse range of stakeholders.
- Proven ability to lead and implement quality improvement initiatives through effective project management techniques, including planning, executing, and evaluating projects; skilled in managing change by fostering stakeholder engagement, minimizing resistance, and ensuring smooth transitions.
- Demonstrated leadership experience, including staff supervision, program development, and strategic thinking. Ability to inspire and motivate a team.
- Compassionate, empathetic, and culturally sensitive approach to working with diverse populations. Strong focus on providing exceptional customer service.
- Highly organized, detail-oriented, and able to follow through on tasks and goals. Strong time management skills are crucial.
- Ability to handle stressful situations and work well under pressure. Maintain a calm and professional demeanor in challenging circumstances.
- Ability to work independently and as part of a team. Flexibility to adapt to changing needs and priorities.

Scheduling:

- This position is a full-time role with consistent working hours each week.