

**Ethiopian Community Development Council, Inc.**  
901 S. Highland Street Arlington, Virginia 22204

**JOB ANNOUNCEMENT**

**Position Title:** R&P Program Officer – Quality Assurance Lead  
**Department/Division:** Refugee Resettlement and Integration  
**Reports to:** Senior R&P Program Officer  
**Status:** Full-Time/Exempt  
**Location:** Arlington, Virginia

The Ethiopian Community Development Council, Inc. (ECDC), established in 1983, is a non-profit, community-based organization that advocates on behalf of refugee and immigrant issues; conducts cultural, health education, and socio-economic development programs; and resettles refugees in the U.S. through a network of affiliate partners. While organized to respond initially to the needs of a growing Ethiopian community in the Washington, D.C., area, ECDC from its inception has been serving newcomers from diverse cultural backgrounds while maintaining a focus on African refugees and immigrants.

**Job Summary:** The Quality Assurance Lead supports and enhances ECDC's R&P program activities at ECDC headquarters and its network of 19 affiliates. The Quality Assurance Lead ensures that both ECDC and its affiliates' programmatic, technical, and functional practices/processes meet quality standards and are in compliance with the U.S. Department of State Cooperative Agreement and the ECDC affiliate subcontract. The Quality Assurance Lead is also responsible for assessing processes, procedures, and system controls; executing periodic risk-based audits and assessments to detect quality issues and errors; and designing new procedures in line with ECDC and its affiliates' changing needs.

**Key Responsibilities**

1. Affiliate Management

- Serves as the primary ECDC liaison for 3-4 of its affiliates, focusing on the R&P program and other refugee resettlement-related initiatives.
- Responds to affiliate inquiries and resolves individual case issues.
- Conducts monthly and quarterly conference calls with affiliates.
- Handles other assignments as assigned.

2. Data Collection and Analysis

- Audits clients' case notes and affiliates' case expenditure reports regularly to ensure consistency and alignment with internal and Department of State standards and policies; develops policies and procedures, aggregates feedback, and documents and reports results.
- Assists in scheduling, and conducting periodic on-site and desk monitoring of affiliates to assess the quality of service and compliance.
- Assists in defining, creating, and testing ECDC's R&P data collection tools & methods and quality assurance standards.

3. Project Management

- Manages medical cases, tracks, and follows up with affiliates as needed.
- Assists in updating the R&P SOP Resettlement Guide and associated Appendices to ensure accuracy of information.

- Assists in proposal writing for the R&P program and other resource development-related activities.
- Assists in the planning, preparation for, and implementation of ECDC's annual conference and national training for ECDC's resettlement affiliates as well as associated training, conferences, and meetings.
- Assists in drafting correspondence related to program activities and prepares ECDC's R&P Annual Report and other program documents.
- Participates in relevant funder and partner meetings and working groups.

#### 4. Managing Interns

- Interviews candidates applying for fall, spring, and summer R&P Internship positions at ECDC.
- Provides onboarding training for new interns.
- Supervises and oversees interns' work and projects with an average of 2-3 interns per given internship cycle.

#### **Qualifications**

- Bachelor's degree is required; a Master's in International Affairs, Public Administration, or International Finance is preferred.
- Excellent analytical skills and understanding of data analysis and statistical methods such as STATA, Matlab, and Excel (PivotTable, charts, statistical functions).
- Prior professional or academic experience in ongoing quality assurance/quality control and performing quality control and audit analysis.
- Experience with data collection and analysis, particularly in monitoring and evaluation.
- Knowledge of domestic refugee resettlement, overseas refugee processing, and/or immigration and global policy issues.
- Experience working with refugee-serving or multilateral organizations domestically and/or internationally.
- Must be employable in the U.S.
- Must pass a background check.

#### **Competencies**

- Strong analytical skills and professional judgment, particularly for assessing compliance risk and controls and making decisions within the scope of assigned responsibilities.
- Excellent verbal and written communication, facilitation, and interpersonal skills, including the ability to communicate complex quantitative analysis into actionable insights.
- Ability to manage a variety of constituencies with competing priorities, manage multiple tasks simultaneously, and thrive in a complex, fast-paced environment with multiple priorities.
- Able to relate professionally to and collaborate with diverse individuals in a multicultural environment.
- Able to work evening and weekend hours occasionally.

#### **Physical Demands**

- Moderate physical activity, which includes standing, sitting, lifting, and/or walking.
- Ability to see within normal parameters.
- Ability to hear within normal parameters.

- Requires local travel to meetings & out-of-state travel related to the monitoring of programs at R&P sites.
- Ability to maintain emotional control under stress.

**Contact with Others.** The position involves regular contact with network R&P sites and ECDC staff.

**Benefits:** ECDC offers an excellent benefits package including health, dental, life, and disability insurance, paid holidays and vacations as well as a generous retirement plan.

**To Apply:** Please submit by e-mail: (1) a cover letter; (2) a résumé; (3) a short writing sample (2-3 pages); and (4) a salary requirement to: [hr@ecdcus.org](mailto:hr@ecdcus.org)

No telephone inquiries, please.

Only those who submit the **four (4) required items** above will be considered for a review, and qualified applicants will be contacted for an interview.

**ECDC is an Equal Opportunity Employer.**