



## **Program Quality Lead**

The Program Quality Lead is responsible for ensuring consistent, high-quality implementation of HLF's direct resource programs, including Hugh's Kitchen and supporting SOGIE Equity training programs. This role oversees program fidelity, documentation & reporting and implementation across staff- and volunteer-supported services, with a particular focus on contract deliverables, service quality, and day to day operations.

Serving as a bridge between Training, Community Health and Administration, the Program Quality Lead monitors implementation standards, supports staff and volunteer readiness, and identifies gaps before they impact services or deliverables. This role also serves as an on-site lead during Hugh's Kitchen hours, providing on-site operational leadership and coverage. This is a full-time position reporting to Senior Leadership.

### **1. Program Quality & Fidelity Oversight**

- Monitor fidelity and quality of implementation across training and resource programs
- Observe training facilitation and service delivery to ensure alignment with contractual, grant, and organizational standards
- Document quality observations, strengths, and areas for improvement
- Identify quality or compliance risks and escalate concerns appropriately
- Support continuous improvement efforts for staff and volunteers

### **2. Compliance, Documentation & Reporting**

- Ensure required documentation, data entry, and reporting are completed accurately and on time across training and resource programs
- Review staff and volunteer documentation for completeness and compliance
- Compile and synthesize program data into summary reports for directors
- Support contract and grant reporting related to training, resources, and pantry services
- Maintain organized systems for records, files, and compliance tracking

### **3. Staff & Volunteer Oversight & Support**

- Provide day-to-day operational oversight of SOGIE Equity training functions
- Monitor training team workflows to ensure deliverables and timelines are met
- Review training staff reporting and documentation, including scheduling

- Ensure training supplies, materials, and systems are maintained and ready
- Oversee volunteer engagement as it relates to program quality and compliance
- Ensure volunteers supporting resource programs, primarily Hugh's Kitchen, are onboarded, trained, scheduled appropriately and supported in their role.
- Monitor volunteer-supported service delivery for consistency and quality

## **5. Food Pantry & Resource Program Accountability**

- Support operational readiness and quality control for resource programs
- Monitor inventory tracking, resource distribution documentation, and service flow
- Compile regular summaries on resource usage, service volume, and operational trends
- Collaborate with Community Health staff to address gaps or challenges
- Serve as a designated lead-on-duty during assigned shifts or coverage periods
- Ensure programs are opened, staffed, and operated according to standards
- Troubleshoot real-time issues involving staff, volunteers, participants, or facilities
- Represent the organization professionally in public-facing environments

## **6. Communication & Leadership Reporting**

- Provide regular written and verbal updates to directors on relevant program outcomes
- Identify trends, risks, and improvement opportunities
- Contribute to organizational learning and continuous improvement efforts
- Represent HLF in meetings, trainings, and community settings as needed

### **The Ideal Candidate will:**

- Have an understanding of gender, sexuality and health disparities impacting the LGBTQ+ communities.
- Have an understanding of racism at the systemic and individual level and be able to implement anti-racist practices in all of their work
- Work effectively both individually and as part of a team
- Ability to monitor and support others' work with clarity and professionalism
- Be highly organized and detail oriented
- Bachelors Degree in a social services field, or 5 years relevant leadership experience
- Provide Act 33/34 and FBI clearances prior to starting\* (paid for by HLWF)

Candidates should email their interest with any supporting documentation, including: resume, previous employment, lived, volunteer or educational experiences to: [info@hughlane.org](mailto:info@hughlane.org)

Hugh Lane Wellness Foundation is an Equal Opportunity Employer and is committed to recruiting, hiring, supporting and promoting a diverse workforce. We believe that differences in our identities will lead to a stronger, more innovative team, producing effective results for the

communities we serve. We strongly encourage individuals with diverse backgrounds to apply.  
Range: \$55-62k with benefits.

\*While we are required to obtain clearances prior to starting employment for all staff, involvement with the justice system that disproportionately impacts Black people, People of Color and LGBTQ+ communities is not an automatic reason for disqualification. There are few instances of disqualification as outlined in PA Child Protective Services Law.