

Class Concept

This is independent professional and supervisory work in planning, developing, and administering a quality assurance program in a regional intellectual disability center or psychiatric hospital. Work involves providing technical assistance and consultation to management and staff on interpretation and application of quality of care standards and certification requirements, operational requirements, and budgetary constraints. Work also involves directing the integration of assessment tools/data collection methods with patient care and administrative records systems, and supervising support/program staff assigned by the facility director. These assignments vary from facility to facility but would normally include the medical records function and other functions which are key components of the quality assurance process. Employees are responsible for the timely recognition of service delivery/compliance issues, advising management and staff during the development of a corrective action plan, directing the implementation of the plan, and representing the facility in negotiations with certification agencies. Employees normally report to a higher-level manager or in some instances, may report to the facility director.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of quality assurance program practices; planning and development of assessment tools and techniques.
- Ability to develop recommendations to solve problems in different program service areas and help to plan goals and resolve goal deficiencies.
- Ability to provide technical assistance and consultation to staff.
- Ability to exercise judgment and discretion in interpreting and applying quality standards, policies and procedures.
- Ability to communicate effectively with professional and administrative personnel.
- Ability to maintain effective working relationships with various staff.
- Ability to assess problems and coordinate resolutions.

Minimum Education and Experience

Master's degree in psychology, social work, education, health, business administration, marriage and family therapy or related human services field from an appropriately accredited institution and three years of experience in the program to which assigned; or

Bachelor's degree in one the fields listed above from an appropriately accredited institution and four years of experience as indicated above; or an equivalent combination of education and experience.