

QUALITY ASSURANCE SPECIALIST I

This is professional work in planning and administering a quality assurance program in a Human Services Program. Work involves providing technical assistance and consultation to management and staff on the interpretation and application of quality of care standards and certification requirements. Work also involves developing assessment tools/data collection methods and integrating these with patient care and administrative records systems in order to identify service delivery and compliance problems. Employees are responsible for the timely recognition of service delivery/compliance issues, advising appropriate management and staff on the development of a corrective action plan, and monitoring implementation of that plan. Work at this level is characteristic of small operations with limited program variety, standards complexity, and certification requirements. Employees normally report to the operation's director.

I. DIFFICULTY OF WORK:

Variety and Scope - Quality of care standards and certification requirements affect all aspects of the operation's service delivery mechanisms and administrative support functions. However, the process for ensuring compliance does not vary significantly.

Intricacy - Administration of the quality assurance program requires consideration of the applicable quality of care standards, certification requirements, operational requirements, and budgetary constraints in order to provide management with effective advice and information on compliance issues.

Subject Matter Complexity - Work requires an understanding of data collection/analysis techniques; the applicable certification requirements, quality of care standards, and operational policies; and, the treatment programs provided to clients.

Guidelines - Certification requirements and State, departmental and facility standards and policies apply to most work situations. Work does require some independent judgment and analysis in order to determine most appropriate application.

II. RESPONSIBILITY:

Nature of Instructions - Daily work is self planned based on understanding of the facility goals, patient treatment plans, and expectations for the quality assurance process. Special assignments may come from the director or the quality assurance committee.

Nature of Review - Administrative review is received from the director; clinical review is received from clinical services director and quality assurance committee. Surveying agencies would periodically review standards and regulations compliance.

Scope of Decisions - Employee's work has a direct effect on the facility's compliance with standards and certification requirements.

Consequence of Decisions - Employee's work has impact on the ability of the operation to maintain compliance with standards and requirements which could reduce reimbursement for services.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Work requires interaction with different professional discipline heads, committees, and representatives of certification agencies.

Nature and Purpose - Work includes providing interpretation of standards, policies, and requirements; explaining the quality assurance process; and negotiating resolution of compliance issues.

IV. OTHER WORK DEMANDS:

Work Conditions - Generally agreeable work conditions.

Hazards - Employees will generally not be exposed to any hazards.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities - General knowledge of quality assurance program practices; planning and development of assessment tools and techniques. Ability to provide technical assistance, 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. Be able to assess problems and coordinate resolutions of it.

Minimum Training 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 one year of experience in professional level treatment programming for the applicable client population; or a bachelor's degree in one of the fields listed above from an appropriately accredited institution and two years of experience as indicated above; or an equivalent combination of education and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.