

QUALITY ASSURANCE SPECIALIST II

This is professional work in planning, developing, 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, integrating these with patient care and administrative records systems in order to identify service delivery/compliance problems, and participating in the alteration of records systems as necessary. Employees are responsible for the timely recognition of service delivery/compliance issues, advising management and staff during the development of a corrective action plan, monitoring the implementation of the plan, and representing the operation in negotiations with certification agencies. Employees may supervise support/program staff. Work at this level is characteristic of operations having program varieties and complexities similar to those found in regional mental retardation centers or psychiatric hospitals but with limited scope. 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 nature of the applicable standards and requirements can vary from unit to unit depending on the nature of services and the client population. 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, operation requirements including the nature of client groups served and budgetary constraints in formulating an approach to quality assurance maintenance and providing management with effective advice 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 - Applicable certification requirements (JCAH, ICF, etc.) 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 course of action.

II. RESPONSIBILITY:

Nature of Instructions - Daily work is self planned based on understanding of the facility goals and patient treatment/habilitation 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 facility director; clinical review is received from clinical services director and quality assurance committee. Surveying agencies would periodically review for compliance to standards and regulations.

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

Consequences of Decisions - Employees' work has impact on the ability of facility to maintain compliance with standards and requirements which could affect the facility's eligibility for 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 - Thorough 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 two years 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 three 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.