

# Quality Assurance Specialist Job Description

**Supervisor:** Program Director

**FLSA Status:** Full-Time, Exempt



## Program Description

Full Life Hawaii's mission is to assist in the empowerment of individuals with developmental disabilities enabling them to achieve and enjoy a self-determined quality of life. Full Life aims to ensure that people with developmental disabilities are included in their communities and in the social fabric of our island. Full Life employees are responsible for providing people with developmental disabilities on Hawai'i Island services and supports to be seen as people first and achieve their full potential. Full Life employees embody the core values of aloha, self-determination, respect, quality, integrity, accountability, advocacy, and financial sustainability.

## Summary and Scope

The Quality Assurance Specialist is responsible for writing the quarterly reports for all Full Life participants, assisting with Quality Assurance Department functions, and assisting the Program Coordinators. This position will collect, analyze, and report on participant and agency-wide data; oversee the Quality Management Committee and ensure compliance with regulatory requirements through quality assurance activities.

This position is essentially a Monday through Friday daytime position; however, to effectively support the Program Coordinators, some hours after 5:00pm and weekend hours may be required. This position also requires being On-call for after-hours/weekend emergencies.

This position requires working under pressure, managing multiple projects, meeting deadlines, multi-tasking, extensive use of judgment or discretion, working with minimal supervision, working cooperatively with others including families, government agencies, employees and the public and conflict resolution on a continuous basis.

## Position Values

- ✓ **Self Determination of Individuals** - Support each participant in their own life goals and strive to increase their own self-worth; provide them opportunities to experience new situations in life in order to make informed decisions regarding their life's direction; make their safety and security a top priority; model and teach self determination to all we come in contact with.
- ✓ **Respect**- Value and respect coworkers, participants, families, volunteers, and community members in thoughts, words and actions.
- ✓ **Accountability**- Be honest about your actions, take responsibility for commitments and mistakes and do your best to resolve them; always work toward win-win resolutions; respond to concerns in a positive and timely manner. Follow all applicable laws, and Hawaii State standards.
- ✓ **Team Oriented**- In all actions take the entire Full Life team into account, working with the entire agency's best interest at heart. Do your best at all times to encourage open communication, be supportive of and a resource to each other, the Administrative Staff, Direct Support Workers, Participants, Families and community. Ask for help when needed and gladly assist when asked.
- ✓ **Organization, Accuracy and Follow Through**- Keep workspaces organized and information easily accessible. Make suggestions to improve systems and processes that will increase efficiency, accuracy and quality, keeping the entire team in mind. Follow through with what you say you are going to do. If you cannot follow through, look for other options and make sure everyone involved is informed of progress.
- ✓ **Communication**- Must have effective verbal and written communication skills, including grammar and spelling proficiency. Maintain oral and written communication with supervisor, employees, co-workers, families, participants, and government agencies. Must have the ability to accept and give constructive criticism. Must keep communication open and clear between all parties (supervisor, participant, family, government agency, DSW). Communicate using relevant systems (*e.g. Notifyd, Scomm, Sharepoint communication, email, etc.*) in accordance with HIPAA law and Full Life policies.
- ✓ **Community Participation**- Ensure participants have desired level of community integration in accordance with their ISPs. Promote Full Life events in community (*i.e. during meetings, site monitoring visits, via email, etc.*). Encourage participants to attend Full Life and other community events. Participate in Full Life events and other related community events.
- ✓ **Full Life's Mission**- Above all, take Full Life's mission statement into account in all that we do, and remember that we are here to uphold that mission, and create a positive change in our community. The mission of Full Life will be supported through quality individual services and supports, fundraising support and community education.

## Job Responsibilities

### ✓ **Program Management**

- Supervision of services and supports and assistance with notifications/back-up for services, as needed, with respect to part-time hours, availability, and the workload of covering caseloads;
- Attend meetings (ISP/IP meetings, SIS Assessments, etc.), staff training and other meetings, as needed, to support the Program Coordinators with compliance efforts;
- Review case notes, ISPs, IPs, nursing documents, incidents/AERs, behavioral data, Site visits, and clinical assessments in books/Therap to ensure that they are current and correct per HCB Waiver and Full Life guidelines;
- Respond to concerns timely with the goal of mutually beneficial solutions;
- Assure the Individual Service Plan (ISP) /Individual Plan (IP) process is a quality process which takes into account the participant, their designated representatives and their community. The IP will be based upon the self-determination of the participant and will be an ever-evolving document that takes into account the real-life issues of each participant;

### ✓ **Work Environment**

- Maintain all Full Life properties (offices, equipment, and vehicles) in an organized, clean and working order;
- Ensures quality care in regard to the personal needs, clothing, hygiene, food, supplies, and home environment for the persons served, as applicable;
- Motivate staff to excel in their job duties and function as a team with opportunities for growth and development;

### ✓ **Teamwork**

- Assist with coverage (*i.e. attending meetings, communicating with participants and their Circles of Support, hiring, scheduling, staff supervision, payroll, etc.*) for Program Coordinators;
- Assist with compiling necessary data requested for reports (*e.g. quarterlies, quality assurance reports, AER tracking, agency surveys, etc.*);

### ✓ **Quality Assurance & Auditing**

- Create content for, manage, and oversee the Quality Management Committee (e.g. reports, meetings, researching initiatives, etc.);
- Ensure that all paperwork and documentation regarding the IP process and supports provided reflects the quality of services/supports provided and follows all associated policies, regulations and guidelines including the Final Rule;
- Develop and oversee program tracking systems for each participant as defined in the Medicaid Waiver- ISP and 30day IP (due and complete in FLIPR/Aloha & Thrive);

- Complete Quarterly Reports per Full Life policies and procedures based on supervision visit notes, data collection and documentation, and conversations with DSWs and Program Coordinators;
- Periodically monitor the documentation of staff in each program;
- Take responsibility for any issues noted and demonstrate the ability to actively problem solve by developing and implementing viable solutions using internal and external agency resources including but not limited to tracking and trending, audit forms, reports, etc.;
- Responsible for training, implementation, updates, and ongoing maintenance of digital database recordkeeping system (*i.e. Sharepoint, Therap, etc.*);
- Assist the Program Director with Quality Assurance reporting;
- ✓ **Incident Management & Emergency Preparedness**
  - Report all incidents as required by DDD and Full Life incident management policies;
  - Participate in and maintain all training/meeting records pertaining to incidents;
  - Ensure that all participants and staff are prepared for emergency evacuations and/or disasters (*including but not limited to ensuring completion and training of all Emergency Preparedness Plans*); and
- ✓ **Other duties as assigned.**

## Required Knowledge, Skills, and Abilities

- ✓ Must be willing to learn about developmental disabilities and the Home and Community-Based Medicaid Waiver through experience, training and research.
- ✓ Ability to operate relevant computer system including hardware and software, digital databases, and office machines. Must have experience with or be willing to learn to operate Microsoft Office Suite, Microsoft Office 365 (*e.g. Sharepoint, Outlook & calendar, etc.*), Therap, Adobe Reader, and other apps used on electronic devices.
- ✓ Ability to effectively communicate and coordinate with other staff members and participants from diverse backgrounds.
- ✓ Must be able to give and receive information, prepare written materials, and create and carry out action plans.
- ✓ Must be able to represent Full Life in a professional manner.
- ✓ Good communication skills and the ability to relate well to others including community members; and
- ✓ Be acceptable to the persons served.

### Equipment Usage Required

- ❖ Computer (*Full Life provides*)
- ❖ Automobile (*Employee's personal vehicle*)
- ❖ Mobile Phone (*Employee's personal phone; Full Life reimburses \$20/month*)
- ❖ Copier/fax/scanner/shredder/Interoffice telephone system

## Education, Experience, & Other Requirements

- ✓ Bachelor's Degree preferred;
- ✓ One or more years related experience working with persons with disabilities preferred;
- ✓ Current TB clearance;
- ✓ Current CPR & First Aid clearance,
- ✓ No history/conviction of abuse, neglect, theft, or other job-related crimes;
- ✓ Must meet Full Life requirements for drug test & criminal background/records check;
- ✓ Valid health certificate to meet current funding jurisdiction requirements; and
- ✓ Valid state-issued driver's license with valid automobile insurance required.

## Physical Responsibilities

- ✓ The work is primarily performed in a remote office and community setting; however, in-office meetings and training may be required periodically per the Program Director's request;
- ✓ The work is partially sedentary and may require lifting up to 20 pounds; and
- ✓ Work environment involves risks or discomforts that may require special safety precautions (*e.g. safely operating a motor vehicle, exposure to aggressive human behavior*).