



Job Description

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| Title of Position: | Quality Assurance Coordinator |
| Program: | Quality Assurance & Compliance |
| Status: | Full-Time (40.00 Hours/Week) (9:00a.m.-5:30p.m.) |
| Salary: | \$24.76 per hour/ \$51,500.08 |
| FLSA: | Non-Exempt |
| Reports To: | Quality Assurance Manager |

Position Summary:

The **Quality Assurance Coordinator (QAC)** will advocate for the rights of those we serve throughout Unique People Services (UPS). The QAC will be responsible for conducting investigations that may violate a person's rights. Act as a liaison/advocate to ensure the safety of the persons we serve. The investigations will be the result of a reportable incident that may be serious or minor occurrences in accordance with OPWDD, OMH, HASA, and The Justice Center regulations.

Position Essential Responsibilities:

Essential Duties and Responsibilities (include the following, but not all-inclusive of other job-related tasks as assigned)

- Capable of working independently and with minimal supervision to investigate reportable incidents, i.e. neglect, abuse, etc.
- Demonstrated ability to conduct investigative interviews, in-person, by telephone, skype, etc.
- Write investigative report findings from evidence gathered and conforms to OPWDD, OMH, HASA, and The Justice Center regulations.
- Establish working relationships with Agency Directors/Managers to ensure regulatory compliance and adherence to Agency Policies and Procedures in relation to all incidents.
- Prepare and provide monthly summary reports of all incidents to the Director.
- Review the Incident Management Database (IRMA) and NIMERS for daily reported incidents.
- Enter investigative reports/records in the IRMA and Web submissions.
- Conduct internal audits by reviewing individual charts for all UPS programs.
- Develop a corrective action plan for any audit deficiencies.
- Ability to make recommendations and suggestions relevant to investigations.
- Analyze investigative findings and develop a summary conclusion.
- Responsible for evaluating incidents to determine the required and/or immediate action.
- Provide Agency-wide staff training on topics related to the protection of the rights of the individuals who receive care.
- Prepare and present cases to the Agency's Incident Review Committee.
- Assist QA Manager with investigative interviews and report writing, as needed.
- Act as a liaison to OPWDD, OMH, HASA, and The Justice Center.
- On an as-needed basis able to work nights, weekends, and holidays.
- Attend meetings, webinars, and conferences presented by OPWDD, OMH, HASA, and The Justice Center regarding changes in guidelines, requirements, and regulations.
- Able to work overtime and/or a flexible schedule as needed.
- Performs other duties as assigned.

Quality Assurance Coordinator

Education & Experience:

- Bachelors' Degree in Human Services or relevant related field [Preferred].
- Minimum 2-3 years' related work experience.
- Or an equivalent of education and experience may be considered.

Competencies (Knowledge, Skills and Abilities):

- Working knowledge of conducting investigative interviews and/or willingness to develop required skills.
- Ability to work independently with minimal supervision while being cognizant of when it may be necessary to seek assistance and/or support from the Quality Assurance Manager.
- Demonstrated problem-solving ability, organized and able to work under pressure.
- Time management skills, able to meet deadlines, and highly organized.
- Excellent follow-up and time management skills.
- Self-motivated and the willingness to work as a team player.
- Proficient computer skills and knowledge of Microsoft Suite programs required.
- Ability to learn Justice Center software program.
- Maintain professional demeanor and attire.

Position Qualifications:

- Ability to conduct interviews with managers, staff, and individuals we serve, etc.
- Conduct thorough investigations and translate it into a comprehensive report.
- Must maintain strictest confidentiality of investigative interviews information.
- Effective communication skills, verbal, written, and interpersonal skills.
- Knowledge of OPWDD, OMH, and HASA regulations strongly preferred.
- Minimal travel to program worksites within metropolitan NY as needed.
- Valid NYS driver's license and maintained during employment.
- Capable of driving a vehicle and be considered insurable by UPS auto insurance carrier.

Physical Demands:

To perform the essential functions of this job, reasonable accommodations may be made to enable individuals with disabilities. The physical demands described here are representative of those that an employee need to successfully perform essential functions. While performing the duties of this job, the person in this position frequently communicates with staff and on occasion individuals with developmental disabilities. The person is frequently required to operate a computer, printer, copier and other office equipment. The person in this position may occasionally be required to stoop; kneel, crouch, and taste or smell. Specific vision abilities required by this job include close vision, distance vision, depth perception, peripheral vision, and ability to adjust and focus

Quality Assurance Coordinator

Note:

This job description reflects the essential and secondary functions. It does not prescribe or restrict the tasks that to be assigned. Tasks are subject to change at any time due to reasonable accommodation or other reasons.

DISCLAIMER:

While this job description is intended to be an accurate reflection of the current position of **Quality Assurance Coordinator** the specifications are not intended and should not be construed to be an exhaustive list of all essential responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. Management reserves the right to revise the job or to require that other or different tasks performed as assigned.

My signature below indicates that I have received, reviewed and fully understand the job description for the **Quality Assurance Coordinator**. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under all conditions as described.

Print Employee Name

Employee Signature

Date

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| Approved by: | <i>Director, Human Resources</i> |
| Date Created: | <i>11/12/2020</i> |
| Date Reviewed/Revised: | <i>11/12/2020</i> |
| Date Approved: | <i>11/12/2020</i> |