



UNLIMITED ALTERNATIVES TO CHANGE, LLC

Job Description

Job Title: Quality Assurance Officer
Department: Business
Reports To: Business Director
Effective Date: July 1, 2014
Prepared Date: July 1, 2014
Approved By: Managing Partners
Approved Date: April 24, 2014
Reviewed Date: April 24, 2014
FLSA Status: Exempt

SUMMARY

Under the direction of the Business Director, the Quality Assurance Officer ensures records are valid, the facility is safe and the agency is in compliance according to the policies and procedures that governs the agency.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

RESPONSIBILITIES:

1. Works with Managing Partners of Unlimited Alternatives to Change, LLC's to ensure compliance with policies regarding Quality Assurance to recipients.
 - Works cooperatively with outside organization in any compliance investigation or review.
2. Assist with creating quality assurance policies and procedures and the integration of such policies and procedures into the operations of Unlimited Alternatives to Change, LLC
 - Oversees Unlimited Alternatives to Change, LLC efforts to maintain compliance with applicable laws and group's policies and procedures
 - Coordinates considerations of sanctions where appropriate for individuals who fail to comply with quality assurance requirements.
 - Assists management with training of all staff in conjunction with all Medicaid guidelines in regards to training for Mental Health Professionals, Mental Health Specialist, and Mental Health Assistants.
3. Elicits verbal and written feedback from recipients regarding the effectiveness of services.
 - Make contact with all recipients every 90 days.
 - Ensures that 10% of Satisfaction Surveys are received quarterly.
 - Monitors and discusses recipients' attendance and progress monthly.
4. Elicits verbal feedback from community liaisons regarding continuity of care.
 - Monitors and discusses the effectiveness of services provided by Unlimited Alternatives to Change, LLC staff.



- Coordinates initial and ongoing outside agency questionnaires to monitor staff's effectiveness and client's response to Unlimited Alternatives to Change, LLC services.
 - 5. Elicits verbal and written feedback from recipients regarding the effectiveness of services.
 - Administers nationally recognized questionnaires quarterly with recipients.
 - Administers nationally recognized questionnaires quarterly with recipients' family.
 - Administers nationally recognized questionnaires quarterly with recipients' instructors.
 - 6. Elicits verbal and written feedback from staff regarding the effectiveness of services.
 - Administers staff satisfaction surveys every 90 days via www.accreditationnow.com.
 - 7. Implements and manages effective methods to chart the initial status and progress of all recipients.
 - Administers nationally recognized questionnaires quarterly with recipients.
 - Administers nationally recognized questionnaires quarterly with recipients' family.
 - Administers nationally recognized questionnaires quarterly with recipients' instructors.
 - 8. Serves as chairperson for QA Committee.
 - Meets quarterly to discuss improvements in services with QA Committee
 - Plans and implements community-related service projects and activities for recipients
 - Appoints committee members and oversees committee officers.
 - 9. Participates in training, which is required by the agency for licensure.
 - 10. Elicits verbal and written feedback from staff regarding responsibilities, supervisors, co-workers, leadership, policies and practices, working conditions, and benefits.
 - 11. Complete audits quarterly on client and staff files.
 - 12. Suggests updates to policies and procedures as needed.
 - 13. Participates as a member of staff, work unit and/or department committee in programs and resource activities.
 - 14. Attends all staff meetings.
 - 15. Attend meetings and/or trainings.
 - 16. Follows all safety rules.
- Minimum Qualifications:**
- Familiarity with clinical and administrative functions of Unlimited Alternatives to Change, LLC
 - Willingness to learn quickly about laws and regulations relating to privacy of health information.
 - High integrity
 - Detail oriented
 - Strong Organizational and Communications abilities.
- Works well with other practice personnel
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SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

Self Motivating, Ability to work with others, good communication skills, organization skills

EDUCATION and/or EXPERIENCE

High School Diploma

LANGUAGE SKILLS

Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, recipients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measurement, using whole numbers, common fractions, and decimals, Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, recipients, and the general public. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid driver's license and access to a vehicle that is legally insured to be used for off-site services consultation or case management.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to regularly talk or hear. The employee frequently is required to walk, sit, and reach with hands and arms. The employee is occasionally required to stand; stoop, and kneel.

WORK ENVIRONMENT



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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. While performing the duties of this job, the employee is frequently exposed to outside weather conditions.

Signature _____

Date _____

