



Human Resources/Quality Assurance Assistant (HR/QA Assistant)

POSITION DESCRIPTION

The Human Resources & Quality Assurance Assistant is a full-time, non-exempt position, responsible for assisting both the Human Resources Coordinator and Quality Assurance Coordinator in implementing Developmental Disabilities Administration (DDA) residential guidelines based on Washington Administrative Code and DDA policies for Supported Living Services. This position aligns with this agency's efforts to undo institutional racism, build cultural competence, and serve an increasingly diverse population.

ORGANIZATIONAL REPORTING RELATIONSHIPS

Department: Supported Living

Supervisor: Quality Assurance Coordinator

Other key relationships: HR Coordinator, Supported Living Manager, Supported Living Coordinators, Direct Support Professionals, Clients and their Guardians.

JOB SUMMARY

The HR/QA Assistant is a non-supervisory position working in collaboration with Supported Living Coordinators and Direct Support Professionals in meeting all Residential guidelines as well as the WAC specific to residential supports.

The HR/QA Assistant is also responsible for supporting the HR Coordinator's efforts to meet and document the training needs of the organization and its staff.

ESSENTIAL FUNCTIONS

- Must be able to work within an office setting Monday through Friday during standard office hours.
- Update, track and monitor all staff trainings, certifications, insurance cards, driver licenses and annual paperwork.
- Follow up on applications and status for NARs
- Assist with orientation of new employees
- Assist in ongoing trainings for Supported Living Staff
- Have knowledge of 1163 Residential Services Curriculum and assist in teaching this curriculum
- Assist with phone calls and follow up on employment references
- Assist with front desk duties as needed
- Assist in training new and current employees
- Have an ability to provide an objective viewpoint as a client advocate
- Work closely with Health Care Coordinator, QA coordinator and HR coordinator for assistance with the state audit
- Assist the Supported Living Department to maintain compliance with DDA regulations, residential guidelines and WACs
- Monitor and track data and reports in Therap such as ISP narratives and MARs



- Provide critical feedback to QA Coordinator and HR Coordinator regarding deficits in staff documentation
- Monitor agency vehicle usage
- Schedule maintenance of agency vehicles
- Filing and organizing annual consents and other documents
- Monitor and organize department computer files
- Assist with Therap training
- Assist QA Coordinator with in-home QA checks
- Assist with Provider one billing as needed.
- The above is not a comprehensive list of activities, duties or responsibilities required of this position. Management may assign or reassign duties and responsibilities at any time as it deems necessary.

QUALIFICATIONS

Education

High School diploma or equivalent required.

Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position preferred.

Minimum qualifications

- Proficient in Microsoft Office Suite, some experience working in databases.
- Excellent interpersonal skills, organizational skills, attention to detail, technology proficiency
- Positive attitude and can-do personality
- Knowledge of or experience working with individuals with a developmental disability.
- One year of office experience, preferably working with the public
- Demonstrated ability to work effectively with individuals of diverse economic, ethnic and social backgrounds
- Ability to pass required background check

PHYSICAL AND OTHER REQUIREMENTS

- Ability to maintain prolonged attention and typing in an open office environment
- Daily presence in the office during work week is required.
- Ability to work flexible hours and days.
- WA drivers' license and verification of good driving record, insurance and reliable transportation
- Have an ability to provide an objective viewpoint as a client advocate
- Emotional and physical health sufficient to meet the demands of the position.
- Strength sufficient to lift 25lbs. with or without accommodation

BENEFITS

This is a, full time non-exempt position with medical, dental and retirement benefits available the first of the month after first 60-days of employment.