



Quality Assurance Coordinator

POSITION DESCRIPTION

The Quality Assurance Coordinator is a supervisory position responsible for the full implementation of Quality Assurance functions and services within the Supported Living Program at the Arc of King County.

ORGANIZATIONAL REPORTING RELATIONSHIPS

Department: Supported Living

Supervisor: Director of Supported Living

Other key relationships: Supported Living Coordinators, Director of Supported Living, Quality Assurance Coordinator, Direct Support Professionals.

JOB SUMMARY

The Quality Assurance Coordinator (QAC) is responsible for overseeing and assuring that Quality Assurance in the Supported Living Program is reflective of the Residential Guidelines and the Washington Administrative Codes (WAC).

ESSENTIAL FUNCTIONS

- Have a comprehensive understanding of all WACs and other regulations governing Supported Living.
- Work with SLP Coordinators to provide relevant feedback to DSPs regarding Therap documentation.
- Assists with orientation and training new staff on how to use Therap.
- Perform annual Safety Checks at program participants' homes and document this information in ISP Data form in Therap. Monitor that DSP's perform Safety Checks every three months.
- Performs documentation of annual paperwork for participants (consents, understanding rep payee services, program participant rights, etc.) every October for existing participants and upon onboarding of new participants.
- Monitor DSP and SLP Coordinator Therap usage for accuracy.
- Utilizes reports in Therap for SLP Coordinators to develop staff in their performance and outcomes and provide the appropriate training
- Develops a check and balance system with the Healthcare Coordinator, which ensures participant medications are accurately documented in Therap.
- Is the point person for auditors to help navigate Therap and receive the information auditors are asking for.
- Acts as the point person for all RCS investigations. Collects documents and communicates with relevant coordinators.
- Implements new modules in Therap and provides the corresponding Therap training for staff
- Monitors due dates of housing reviews and ISP Assessments. Works closely with SLP Coordinators to ensure reviews and assessments done prior to due dates.
- Approves SLP Coordinators' updates in Therap prior to the SLP Coordinators submitting updates.
- Creates Therap ISP data for new participants based on participants' most recent DDA Assessment.
- Reviews and follows up on T-logs and S-comms
- Carries 24-hour emergency phone in rotation with the other Coordinators

- Assists colleagues on the SLP Supervisory Team as needed, including covering shifts as needed.
- Attends and provides input at SLP Department meetings
- Maintain an Outlook calendar
- Work directly with Therap Support to ensure the system is best utilized
- Creates a weekly report showing gaps in ISP data for SLP Coordinators to review and follow up on. Creates a monthly report for departmental documentation purposes.
- Has in depth knowledge of the Therap data base specific to MARs, tracking appointments, current medications, and medical history in order to partner with Healthcare Coordinator when needed.
- Reviews all participant incident reports (GERs) to ensure the document is completed. Sends completed GER to Director to approve and send to DDA case manager
- Is familiar with all relevant WACs. Works to ensure the department is operating within WAC regulations.
- Maintains all archive documents on the server and in the office
- Providing metrics to Director to ensure quality controls are in place
- 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. Bachelor's Degree in social work or related field preferred

Minimum Qualifications

- Knowledge of computer databases, good communication skills to provide feedback to Director, Manager, Coordinators and DSPs.
- Experience in Excel, Word, PowerPoint and Therap (or equivalent Information Management database system) preferred.
- Ability to work both independently and with the SLP Team and participants
- Strong interpersonal and communication skills
- Ability to analyze data and provide recommendations
- Experience necessary to prioritize work effectively, or the understanding when to ask for help from the SLP Director in prioritizing work.

Or a combination of education, experience, and measurable performance which demonstrates the capability to perform the duties of this position

PHYSICAL AND OTHER REQUIREMENTS

- Able and willing to drive, navigate, and work throughout King County
- WA drivers' license and verification of good driving record, insurance, and reliable transportation
- Ability to pass a criminal background check
- Regular presence in the office during work week, ability to travel to participants' homes, and ability to occasionally work flexible hours and days is required

SALARY / BENEFITS

This is a full-time exempt position with full benefits upon eligibility.

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