

## Quality Enhancement Coordinator

Company: The Arc Baltimore  
Location: Baltimore, MD

### ABOUT US

Dedicated to providing advocacy and high quality, life-changing supports since 1949, The Arc Baltimore supports more than 6,000 adults and children with intellectual and developmental disabilities and their families living and working in Baltimore City and Baltimore County. With an annual budget of \$50 million and approximately 950 full and part time employees, dedicated staff provides services at six day locations and 100+ owned and leased residential sites located in the Baltimore metropolitan area. With a focus on employment, we partner with over 140 companies to employ or host interns.

As one of the nation's largest and most respected organizations of its kind, The Arc Baltimore is an indispensable resource, providing employment training and support, day and residential services, family support and education, treatment foster care, assistive technology services, respite care, public policy advocacy, and information and referrals.

The Arc Baltimore is led by a passionate and experienced leadership team including an Executive Director who has been with the organization for over 18 year and was newly appointed ED a year ago. Energized by new leadership and transformation of supports in Maryland and nationally, The Arc Baltimore is positioning itself to further its vision of "people with intellectual and developmental disabilities and their families will THRIVE in their communities".

Visionary leaders who want to work in a face paced, diverse and passionate environment among people truly committed to supporting people with IDD in their communities, should apply!

Learn more about us at [www.thearcbaltimore.org](http://www.thearcbaltimore.org).

## **POSITION SUMMARY:**

The Quality Enhancement Coordinator is responsible for assisting the Director of Quality Enhancement, with overseeing the quality of services provided by different entities, to ensure that they promote and protect individuals' rights, safety, health, satisfaction, and community inclusion. Also responsible for keeping abreast of new trends in the field that focus on providing quality driven, state of the art services to individuals with intellectual and developmental disabilities.

## **DUTIES & RESPONSIBILITIES:**

1. Assist the Director of Quality Enhancement with overseeing The Arc Baltimore's Quality Enhancement Plan, including working with each division to identify measurable outcomes that will promote continuous quality improvement.
2. Assist the Director of Quality Enhancement with the Office of Health Care Quality's (OHCQ) annual survey and with the Plan of Correction if a Statement of Deficiency is issued.
3. Assist the Director of Quality Enhancement with the Office of Health Care Quality's (OHCQ) investigation surveys and with the Plan of Corrections if Statement of Deficiencies are issued.
4. Assist the Director of Quality Enhancement with the oversight and coordination of The Arc Baltimore's participation in external accreditation review including pre-review activities, actual onsite review, and follow up if recommendations are made.
5. Serve as a liaison to the different programs providing ongoing training and other support with an emphasis on promoting independence for the people served by The Arc Baltimore.
6. Keep abreast with the current trends in self-determination and provide training as needed to staff on these trends.
7. Assist the Director of Quality Enhancement with writing and updating The Arc Baltimore's policies and procedures.
8. Review and approve all Internal incident reports and follow up Agency Investigation Reports (AIRs) in The Arc Baltimore's database, to assure current regulations and policies are being followed, individuals are being treated fairly and with respect, and that The Arc Baltimore is taking necessary actions to ensure the safety and health of all individuals.
9. Enter Incident Reports (IRs) and follow up Agency Investigation Reports (AIRs) into PCIS 2 daily, to assure current regulations and policies are being followed, individuals are being treated fairly and with respect, and that The Arc Baltimore is taking necessary actions to ensure the safety and health of all individuals.
10. Complete the Appendix 5 in PCIS 2.
11. Assist with the oversight of existing systems to assure the organization continues to maintain focus of promoting independence, supporting individuals with making community connections and supporting individuals with making informed choices in all aspects of their lives.
12. Complete site inspections, paying special attention to person centered thinking, and community integration. Complete site inspections forms and perform necessary follow up
13. Complete and document monthly file reviews to ensure that files are in compliance with Code of Maryland Regulations (COMAR) and The Arc Baltimore's requirements.
14. Participate in meetings.
15. Attend trainings outside of The Arc Baltimore as applicable and complete all required trainings for position.
16. Perform other duties as assigned by supervisor.

## **EDUCATION & EXPERIENCE:**

- High school diploma or G.E.D. and 5 years experience in the field of Human Services is required. Associate degree with 3 years experience in the field of Human Services is preferred.
- Three years of experience in the field of Human Services including supervisory responsibilities preferred.
- Knowledge of the Code of Maryland Regulations (COMAR)
- Working understanding of the Policy on Reportable Incidents and Investigations (PORII)
- Demonstrated computer skills in Microsoft Office
- Excellent oral and written communication skills required
- Comfort with public speaking

## **WORKING CONDITIONS:**

- Evening and weekend work may be required.
- Must have flexibility to work in a variety of settings including office environment, day centers, employment sites, individual and family homes, as well as other community locations.
- Must be a team player and have the ability to adapt to people from a variety of cultures.

Interested applicants may apply online at:  
<https://www.thearcbaltimore.org/about/join-our-staff/>