

# Quality Enhancement Coordinator, Baltimore

- General Information
  - Job Title:  
Quality Enhancement Coordinator
  - Location:
    - 7215 York Road
    - Baltimore, MD, 21212
    - United States
  - Base Pay:  
\$51000.00 / Year
  - Employee Type:  
Full Time
  - Job Category:  
Quality Support

- Description

**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:**

0. 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.
1. Assist the Director of Quality Enhancement with the Office of Health Care Quality's (OHCQ) annual and investigative surveys and with the Plan of Correction, if a Statement of Deficiency is issued.
2. 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.

3. Serve as a liaison to the different programs providing ongoing training and other support with an emphasis on promoting person centered thinking for the people served by The Arc Baltimore.
4. Attend meetings, conferences, and workshops to keep abreast with the current trends in self-determination and provide training as needed to staff on these trends.
5. Assist the Director of Quality Enhancement with writing and updating The Arc Baltimore's policies and procedures.
6. Conduct interviews, complete investigations, and submit Executive Summary to appropriate stakeholders. Develop implementation strategies for preventative plans of action.
7. 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.
8. 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.
9. Complete the Appendix 5 in PCIS 2 quarterly.
10. 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.

11. Complete site inspections, paying special attention to person centered thinking, and community integration. Complete site inspections forms and perform necessary follow up.
12. Quarterly auditing of program documentation and training reviews to ensure that files are in compliance with Code of Maryland Regulations (COMAR) and The Arc Baltimore's requirements.
13. Facilitate committee meetings and complete record keeping, as assigned.
14. Attend trainings outside of The Arc Baltimore as applicable and complete all required trainings for position.
15. 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.