

POSITION DESCRIPTION

JOB TITLE: Quality Enhancement Coordinator

JOB CODE: 479500

REPORTS TO: Director, Quality Enhancement

JOB SUMMARY: The Quality Enhancement Coordinator (QE) will perform a variety of tasks, including project management, training, quality assurance, and incident reporting. They will work with several internal departments and external agencies to ensure compliance with state and federal regulations.

JOB DUTIES & RESPONSIBILITIES:

- Assist with program specific training, learning and development initiatives to include NADSP Credentialing.
- Schedule and administer initial DDA (Developmental Disabilities Administration) testing for all potential new hires.
- Monitor incident reporting process in iCare and PCIS and follow-up.
- Conduct incident investigations when requested by the Director of QE.
- Review and track personal outcome measures for the people supported.
- Track individual required assessments for submission to Standing Committee.
- Collect and organize competed satisfaction surveys and input data annually for the QE plan data.
- Assist with the completion of state renewal applications and its components.
- Serve as administrative partner to the chair of the Behavior Management Committee and Rights Restrictions Committee.
- Serve on internal committees as back up to the Quality Enhancement Manager and Director of Quality Enhancement (Medication Management, Risk Management, and Standing Committee) as needed.
- Serve as support and back up to the QE Manager with the Self-Advocacy and DSP (Direct Support Professional) Advisory groups.
- Establish and provide ongoing assistance to the National Association of Direct Support Professionals (NADSP) certification program.
- Maintain filing (historical) system and shredding.
- Perform all other duties as assigned.

EDUCATION & EXPERIENCE REQUIREMENTS:

- High School Diploma/GED.
- 3 years related experience, or an equivalent combination of education and experience.

REQUIRED SKILLS & ABILITIES:

- Shows reliability by being punctual; maintains consistent attendance.
- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Basic knowledge of clerical procedures and systems such as managing Outlook calendar, email and recordkeeping.
- Ability to work with minimal direction or supervision.
- Requires the ability to utilize computer systems and software necessary to perform position functions. Basic Windows PC, web browsing (i.e. Chrome, Internet Explorer, etc.), and Microsoft Outlook skills required. Other Microsoft Office application knowledge, such as Word, Excel PowerPoint, Skype, and OneDrive desired.

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:

- Light work that includes moving objects up to 20 pounds.
- Remaining in a stationary position, often standing or sitting for prolonged periods.
- Moving about to accomplish tasks or moving from one work site to another.
- Communicating with others to exchange information.
- Repeating motions that may include the wrists, hands and/or fingers.
- Assessing the accuracy, neatness and thoroughness of the work assigned.

- Hearing and vision abilities within normal range (corrected) to drive safely and to observe and communicate with others.
- Driving (Agency and/or personal vehicle) is required for this position. Driver must be at least 21 years of age, with a minimum of 2 years of driving experience, and a valid driver’s license issued by the state of residence. There can be no state issued restrictions on the licenses that would impede driver’s ability to operate the vehicle as required by the Agency, and there must not be more than three (3) points on their driving record.

CATHOLIC CHARITIES COMMITMENTS & INCLUSIVITY:

Catholic Charities is committed to creating a diverse, equitable and inclusive environment and is proud to be an equal opportunity employer. CC recruits, employs, trains and promotes without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

The responsibilities of this position must be consistently performed using the following behaviors:

1. Honor and respect the **Dignity** of every person.
2. Encounter each person with **Compassion**.
3. Act with **Humility**.
4. Reach out to others in a spirit of **Collaboration**.
5. Serve with **Excellence**.
6. Act with **Integrity** in everything you do.

Acknowledgement of Position Description

I have read the role description for **Quality Enhancement Coordinator**. I fully understand and accept the duties and responsibilities that are outlined for my position. I will perform these duties and responsibilities to the best of my knowledge and ability.

Employee

Date

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.