



Quality Assurance Specialist Job Description

Title:	Quality Assurance Specialist
FLSA Status:	Non-Exempt
Reports To:	Director of Program Support
Department:	Program Support
Location:	Harford County & Baltimore County
Pay Range:	\$45,000-\$55,000
Hours of Work:	Full time-40 hours/wk

Summary

Responsible for monitoring various aspects of service delivery to ensure Aspire Living and Learning meets established compliance, certification, and agency quality standards by examining electronic records, reports, operating practices and documentation. This position reports to the Director of Program Supports.

Essential Functions

- Conduct regular review of electronic record of individuals supported and program operations records
- Assure efficacy of programs during all periodic reviews
- Communicate effectively with all agency and state personnel, parents and guardians as needed
- Collect, compile and create graphic displays of data for overall agency reporting.
- Reviews auditing forms and recommends revisions to Quality Committee.
- Works collaboratively with Quality Committee team and participates in informational meetings as required.
- Maintains a current knowledge of and ensures compliance with all regulatory bodies and Aspire policies, procedures, and practices.

Responsibilities

- Verifies compliance and best practice standards via completion of periodic audits throughout agency operated locations.
- Maintain and monitor a tracking log of all deficiencies and action plans to resolve deficiencies found within internal and external audits, site visits, licensing reviews etc.
- Communicates audit findings by preparing summary reports and discussing with auditees and other appropriate parties
- Identifies compliance issues that require follow up or investigation and reports those issues to the Service Directors or relevant party.
- Keeps Senior Management Team up to date on emerging compliance issues.
- Serves as confidential point of contact for anyone seeking clarification on compliance issues or to report irregularities.
- Coordinates the collection and tabulation of Satisfaction Surveys.

- Collaborates with People Team to monitor mandatory training completions and reviews training documentation/reports.
- Participates in committees as determined by Director of Program Support.
- Completes any state specific regulatory requirements, such as investigations, where applicable.
- On Site auditing as applicable.
- Complete annual licensure documentation for the Office of Health Care Quality (OHCQ) and Developmental Disabilities Administration (DDA).
- Performs other pertinent tasks as assigned.

Requirements

- Advanced computer literacy, including learning new platforms, proficient with MS Excel, creating pivot tables and graphs, and agency electronic record and database systems
- Knowledge of relevant regulatory requirements which could span multiple states
- Attention to detail
- Data collection, management and analysis
- Problem analysis and problem solving
- Planning and organizing
- Written and verbal communication skills
- Therap user / experience preferred

REQUIRED EDUCATION AND EXPERIENCE:

- Minimum of 5 years’ experience in an environment that provides services to people with neurodiverse adults.
- Associates Degree in Human Services, Special Education or Psychology preferred.

REPORTING RELATIONSHIP:

Supervised by: Director of Program Support

REQUIRED KNOWLEDGE/SKILLS/ABILITIES:

Knowledge of DDA regulations/requirements; good administrative and organizational ability; sound judgment and ability to make decisions; excellent interpersonal skills; excellent verbal and written communication skills; strong commitment to maximizing quality of life for individuals with developmental disabilities.

Staff Printed Name: _____

Staff Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

