

POSITION: Administrative Coordinator (QA Dept.)

FLSA CLASSIFICATION: Non-exempt

STATUS: Full-time

NORMAL WORKING HOURS/DAYS: M-F

Position Summary:

Reporting to the QA Director, the Administrative Coordinator for the Quality Assurance (QA) Department will provide administrative, clerical and organizational support to the QA team.

The Administrative Coordinator practices will reflect The Arc's mission statement and values. Interactions are timely, responsive, and courteous. Actively engages in problem solving and responds to complaints. Identifies priority issues and seeks resolution of conflicts. Shows respect and sensitivity for each person's individuality and preferences, and the cultural/ethnic diversity of the people we support. Promotes and/or protects each person's rights, privacy, and confidentiality. Works in collaboration with others to accomplish goals/tasks of the QA department.

Qualifications:

- A High School diploma with a minimum of two years related experience.
- Must be able to manage time efficiently and prioritize responsibilities in cooperation with Quality Advancement.
- Must be professional and be able to maintain the bounds of confidentiality.
- Excellent written and oral communication skills, analytical skills, and time-management skills.
- Strong presentation skills.
- Ability to read, analyze and interpret a wide range of documents, policies, and financial data.
- Experience working with a diverse population of staff and programs preferred.
- Working knowledge of MS Office software package, word processing, Outlook 365 and be able to learn and use common statistical packages.
- Valid driver's license and good driving record with no more than 2 points, as this role may work out of multiple locations in Prince George's County's Southern and Northern Maryland areas.

Essential Functions:

- Enters data in PCIS2 database
- Documents and distributes meeting minutes to QA team
- Witnesses and transcribes incident interviews in part of QA investigations
- Enters incident information into the Twinsis system when needed
- Uploads all supporting documentation into Twinsis system (i.e. PCP's, BSP's, witness statements, investigation interviews and notes, and any investigation related information)
- Provides list of needed office supplies to supervisor for approval
- Will track receipt of SOD's and POC's (Statements of Deficiencies and Plans of Corrections) then distribute via email to respective program. The SOD's will be distributed to program within 24 hours of receipt. Additional attachments will include the POC template and timeframe for completion and return to QA
- Contacts staff to set up interview vendors to ensure that office equipment is maintained in working order
- Prepares monthly expense reports and submits to finance by designated time required.
- Provides requested documentation to DDA (Department on Disability Administration) and OHCCQ (Office of Health Care and Quality) as required in part of investigation or otherwise directed by supervisor

- Fields calls related to complaints, issues and incidents to QA Manager and Director and provides immediate “trouble shooting” as needed
- Answers phones and communicates messages QA department

- Keeps investigation files organized and filed in designated area. (Not to be kept on desk)
- Ensures the highest level of confidentiality in relation to information about individuals, staff and management issues
- Records minutes at key meetings and distributes to relevant parties
- Attains staff training records and information in part of investigation
- Demonstrates cooperation and flexibility under pressure
- Perform other related duties as assigned by the QA Director

Physical & Mental Demands:

- The physical and mental demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions

- While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus. Ability to drive is a requirement of the position

- While performing the duties of this job, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and complex problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with the community stakeholders including elected and appointed officials, staff, people served, the public and others encountered in the course of work

Working Conditions: Normal office environment. Expected to travel throughout county/state for meetings. May require some evenings and weekend hours to complete investigation interviews and QA audits.

Comments:

This position description is intended to describe the essential job functions, the general supplemental functions, and the essential requirements for the performance of this job. This is not an exhaustive list of all duties, responsibilities, and requirements of a person so classified. Other functions or duties may be assigned and management retains the right to add to, or change the duties of this position at any time.