

## **Director of Quality Assurance / Health / Safety**

Join The Arc of Washington County and make a difference in the lives of individuals with intellectual and developmental disabilities. Since 1952, The Arc of Washington County has empowered our community and the individuals we support. Through various programs and services, we help people achieve greater independence, improve their quality of life, and fully participate in the community. Our commitment to inclusion, advocacy, and personalized care makes us a trusted resource for individuals and families across Washington County.

### **Position Description:**

This role oversees Quality Assurance, Health, and Safety for people supported and The Arc. In collaboration with managers and leadership, it develops and implements quality assurance and health/safety programs aligned with The Arc's strategic plan.

Key responsibilities include ensuring efficient complaint-line delivery while adhering to agency policies and regulations. The position manages incident investigations, establishes preventative protocols, and monitors compliance with occupational health and safety standards. Additionally, it coordinates internal monitoring processes, including incident reporting, facility safety reviews, and quality assurance plans. Ensuring the rights, dignity, and full participation of people supported is central to this role.

- This is a salaried (exempt) position.
- Typical schedule is within the core hours M-F 8 a.m. – 4 p.m., however, there may be times when it is necessary to work outside of these hours as determined by the program's needs.
- Annual compensation of \$70,000

### **Essential Functions:**

- Provide supervision and leadership using Person-Centered Thinking to foster teamwork and cooperation.
- Educate, mentor, and develop staff while serving as a role model, teacher, and coach.
- Lead quality initiatives to enhance systems, address key issues and reduce compliance risks.
- Stay updated on laws, regulations, and policies, ensuring integration into Arc processes and staff awareness.
- Support quality assurance goals by contributing to strategic plans, implementing standards, resolving issues, conducting audits, and driving improvements.
- Implement quality and customer service standards, identify, and resolve problems, complete audits, determine system improvements, and drive change.
- Collaborate with program personnel to develop, revise, and implement policies and quality assurance goals aligned with COMAR, DDA, OHCQ, and CARF standards.
- Ensure corrective actions from OHCQ requirements are developed, implemented, and monitored.
- Prepare quality documentation and reports by collecting, analyzing, and summarizing data, working closely with department heads to maintain quality standards.

- Serve as the primary contact for government agencies, including OHCQ, Health Departments, Emergency Management Services, and DDA licensing processes.
- Ensure timely completion of quarterly/annual QA reports for DDA.
- Lead inspections of all sites, ensuring deficiencies are promptly addressed and findings are shared at the Quality Council meeting and with supervisors.
- Work with the Health & Safety Workgroup to conduct inspections and drills, analyze data, and recommend measures to mitigate occupational hazards.
- Collaborate across all levels of the organization to develop and implement management systems, tools, and procedures that align with regulatory and organizational standards.
- Serve as a resource for agency staff regarding quality assurance and compliance responsibilities.
- Develop and lead training related to areas of responsibility.
- Foster teamwork by valuing diverse perspectives and assisting colleagues as needed.
- Model and promote superior customer service, treating all individuals with respect and professionalism.
- Seek continuous improvement in processes within areas of responsibility.
- Demonstrate the ability to multitask, adapt to new tasks with a positive attitude, and actively seek feedback for professional growth.

**Position Requirements:**

- A bachelor's degree in business, Human Services, or a related field (master's preferred) and at least five years of experience in Human Services, preferably with developmental disabilities, quality assurance, or health and safety.
- Requires a minimum of five years of supervisory experience. Additional training, certification, or education in quality and health & safety is required.
- Possesses a valid U.S. driver's license for at least two (2) years, not counting time on a learner's permit.
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**Benefits Include:**

- Health, Dental, and Supplemental Products (Shared Cost)
- Life Insurance & Short-Term Disability (**Company paid**)
- 403b Retirement Plan with **Company Match**
- Paid Time Off
- 7 paid Holidays
- Tuition reimbursement program of up to \$4,000 per year to support Professional development & Growth opportunities

#HP