

## **Program Manager – Quality Assurance**

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. We are currently hiring a program manager for our quality assurance program!

### **Position Description:**

Provides professional support with varied, moderately complex tasks, applying advanced skills with minimal supervision. Responsible for quality assurance, health and safety, and serves as the I-Care Manager (ICM) subject matter expert. Manages the department statistics/dashboard, coordinates and documents the standing committee, conducts house visits, prepares Mandt Trainings, and supports the QA Coordinator.

- Full-time salaried (exempt) position
- Typical work schedule is 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.
- Compensation \$53,200 - \$63,800 annually

### **Essential Functions:**

- Supervises the compliance team
- Must be capable of competing demands and changing an approach or method to best fit the situation. Must demonstrate a positive attitude when job requirements require multi-tasking and being flexible.
- As the ICM Manager serves as the subject manager expert providing support to nearly 600 staff; managing access; updating information for people supported and coordinating issues with the ICM developers.
- Required to conduct investigations into Reportable Incidents. Works with program personnel and human resources regarding the collection of statements and supporting data. Reports results and corrective actions to the responsible agencies.
- Maintains the QA dashboard and QA grids setting up grids for each year. Achieves quality assurance operational objectives by contributing information and analysis to strategic plans and reviews, preparing and completing action plans, implementing quality and customer service standards, identifying, researching, and resolving problems, completing audits, determining system improvements, and implementing change.
- Chairs the Standing Committee.
- Achieves quality assurance operational objectives by contributing information and analysis to strategic plans and reviews, preparing and completing action plans, implementing quality and customer service standards, identifying, researching, and resolving problems, completing audits, determining system improvements, and implementing change.
- Organizes, distributes, and compiles data from the yearly satisfaction Surveys

- Leads and ensures that inspections of all sites are completed as scheduled and that any deficiencies are immediately addressed. Findings will be shared quarterly at the Quality Council meeting but also immediately disseminated to the appropriate supervisor.
- Ensure staff is up to date with the most accurate way of completing documentation so the agency can be paid for the work that they do (i.e. assist with getting incentives.)
- Tracks DDA approval of services via DDA correspondence and DDA database.
- Supports the team during OHCQ survey prep
- Educates families and day and vocational staff on principles of Employment First.
- Coordinates departmental and interdepartmental activities, working collaboratively with all departments to facilitate a cohesive and comprehensive array of services.
- Other duties as assigned.

**Position Requirements:**

- A bachelor's degree in business or human services is required.
- Minimum of three (3) years of experience in the Human Services field, preferably with developmental disabilities.
- Experience with investigations and reporting is preferred.
- Familiarity with I-Care is a plus.
- Must demonstrate the knowledge, skills, and abilities necessary to perform essential job duties.
- Possesses a valid U.S. driver's license for at least two (2) years, not counting time on a learner's permit.
- Requires sitting for prolonged periods working with a computer, standing, and walking periodically.
- May need to lift or move up to 25 pounds during a workday.

**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
- Professional development & Growth opportunities
- Enjoy a casual dress code, regular employee appreciation events like cookouts, and other opportunities to celebrate and recognize our team's hard work.

#HP