



Quality Assurance & Compliance Specialist

Summary of Position: Under the direction of the Vice President of Human Resources, Quality Assurance & Compliance, the Quality Assurance (QA) & Compliance Specialist is responsible for monitoring, tracking and promoting the quality of services delivered to all clients. The QA & Compliance Specialist is responsible for identifying and developing strategies for continuously improving services to clients and working with program managers/supervisors to implement quality improvement activities and strategies. This includes coordinating and directing all quality assurance activities; facilitating and ensuring compliance with all Council on Accreditation (COA) and best practice standards; and facilitating compliance with all contractual standards related to agency services. The QA & Compliance Specialist also coordinates all documentation for risk management activities including Annual Risk Management Audit.

Position Type: This position is exempt and reports to the VP of HR, QA & Compliance

Essential Functions: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The functions listed below are representative of the knowledge, skills and/or ability required for the position. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions of this position.

- Developing, directing and coordinating all quality assurance / continuous quality improvement (CQI) activities including file reviews, consumer satisfaction surveys, monthly outcome analysis for all agency services/programs
- Establishing and monitoring each program's progress in meeting established outcome goals and developing corrective action plans when necessary
- Assembling and analyzing all external/internal reviews and audits to reflect annual patterns, agency action plans, and evaluate the results of implemented action plans
- Co-chairing bi-annual Quality Improvement Team (QIT) Meetings and overseeing the implementation of approved recommendations/action items from QIT Meetings
- Monitoring and tracking all contract compliance activities in conjunction with program managers / supervisors (random client calls, file reviews, etc.)
- Maintaining summary data on clients served and program statistics for all programs and responding to formal inquiries for such information
- Assisting in the training of new staff and providing training to existing staff on best practices, changes to practice, etc., when necessary and appropriate
- Responding to and tracking client grievances and client inquiries; completing priority operational reviews

- Tracking and reporting on trends related to all agency UIRs, hotline reports and licensing investigations while also ensuring plans are put into place to address any negative trends
- Acting as liaison to contracting agencies when necessary and appropriate which includes representing the agency at external meetings when needed
- Assisting with other compliance-related or program development efforts as needed and requested
- Upholds the mission and values of VOA Illinois at all times

Other Duties: As assigned by the supervisor.

Work Environment: Generally, this position operates in a professional office environment; however, this position may require some travel in and around the community by utilizing a personal vehicle or other methods of transportation. The hours of work are generally Monday through Friday, 9:00 AM to 5:00 PM; however, work day evening hours, holidays, and weekend may be required.

Physical Demands: Physical demands are part of the essential functions of this position. A significant amount of physical activity is required on a daily basis due to the need to move about the office. This position requires frequent communication with clients, employees, and others. The individual must be able to remain in a stationary position at times during the workday, operate a computer and other office productivity machinery.

Qualifications:

- Must be proficient in data entry, tracking, analysis, and reporting, as well as database/software systems
- Must be highly proficient with Microsoft Office, possess a meticulous attention to detail, be well organized, and a strong written and oral communicator
- Ability to manage a wide range of relationships with a variety of stakeholders
- Works well under pressure and meets tight deadlines
- Is flexible and adapts to the changing needs and growth of the organization
- Maintains the highest levels of confidentiality and professionalism

Education and Experience: Position requires a bachelor's degree and at least three years of social service experience or experience in a relevant field; *behavioral health experience preferred.*

VOA Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA Illinois that an accommodation is needed.