# Job Description

**Job Classification:** Quality Assurance (QA) Manager

**Reports To:** Executive Director, Program Director, Director of QA (based on LSS Program Structure)

**Summary:** The QA Manager is responsible for managing quality improvement/quality assurance activities and maintaining compliance with accreditation and program standards. The QA Manager collects, analyzes, and reports data and outcomes for program activities and services. Provides training and technical assistance with software and other office-based technology to improve efficiency and accuracy of use and information input. Provides continuous review of program compliance standards and initiates changes and improvements. Work with the Associate Director of Quality Improvement to maintain program compliance, meet funding requirements, and manage on site reviews/audits. Collaborates with Total Quality Management Team across the Human Services Division.

**Essential Duties and Responsibilities:**

The Continuous Quality Improvement Manager will perform duties including, but not limited to:

* Providing support, training, and consultation to program staff, including the QA team while assisting in the implementation and monitoring of quality assurance and improvement plans.
* Ensure licensing, accreditation, and certification requirements and contract compliance.
* Develop and Implement training to QA Coordinator/Specialist/Assistant.
* Serve as a member of the Total Quality Management Committee.
* Support program QA Teams to meet compliance with federal, state and all funder contracts.
* Assist in creation/maintenance of master files of funder specific needed policy and procedure requirements utilizing the organization’s policy management software.
* Assist with the program re-accreditation process, including but not limited to:
  + Obtain, analyze, and report required data for re-accreditation process;
  + Co-write and/or edit CARF standard policies;
  + Facilitate mock site visits and interview as a CARF prep activity;
  + Support the QA Department in oversight of Stakeholder Survey process; and
  + Collaborate on the development and dissemination of CARF updates standards during re-accreditation planning years.
* Lead and/or participate in national level CARF workgroups as assigned
* Collects and compiles data for reports regarding agency's quality advancement & improvement activities and performance including analysis of data and trends reflected over time.
* Assist state QA Teams with access and utilization of the agency’ electronic health record/practice management systems.
* Work with the agency’s Associate Director of Quality Improvement to implement and evaluate the Total Quality Management Plan.
* Maintain the agency’s compliance with HIPAA responsibilities and records management.

**Competencies:**

* Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
* Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
* Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
* Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
* Managing People – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates’ activities; Makes oneself available to staff 24 hours per day, seven days a week; Provides regular performance feedback; Develops subordinates’ skills and encourages growth.
* Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
* Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
* Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
* Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
* Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
* Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
* Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
* Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
* Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
* Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens and remains open to others’ ideas and tries new things.
* Adaptability - Adapts to change in the work environment; Manages competing demands; Changes approach or method.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* **Education and/or Experience:** Master’s Degree in Social Services, Public Health, Healthcare Administration, and/or Business and Public Administration or a bachelor’s degree and at least 3 years of experience in quality assurance or program management. Any combination of relevant education and experience may be substituted for the education requirement on a year-for-year basis.
  + Knowledge of contracts, Medicaid certifications, accreditations, and regulatory standards and rules.
  + Experience in technical writing, QA related computer software, Management Information Systems, and analysis.
  + Knowledge of process improvement and evaluation frameworks.
  + Proficient use of desktop and laptop computers, smart phones and tablets, printers, fax machines and photocopiers as well as software including word processing, spreadsheet, and database programs.
  + Excellent oral, written and interpersonal communication skills, including group facilitation skills required.
  + Excellent customer service and communication skills.
  + Works well independently and as a team member.
  + Must be able to effectively work with and be respectful and sensitive to persons from various cultures, socioeconomic, ethnic, religious, and racial backgrounds.
* **Language Skills**: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and/or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
* **Mathematical Skills**: Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
* **Reasoning Ability**: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* While performing the duties of this job, the employee is regularly required to sit and talk or hear.
* The employee is frequently required to use hands to key, finger, handle, or feel and reach with hands and arms.
* The employee is occasionally required to stand and walk.
* The employee must occasionally lift and/or move up to 25 pounds.
* Specific vision abilities required by this job include close vision, ability to adjust focus, and visually monitor program participants.

**Work Environment**: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* The noise level in the work environment is usually moderate.

*Lutheran Social Services of Central Ohio makes all hiring and employment decisions, and operates all programs, services, and functions without regard to race, receipt of an order of protection, creed, color, age, gender, gender identity, marital or parental status, religion, ancestry, national origin, amnesty, physical or mental disability, protected veterans status, genetic information, sexual orientation, immigrant status, political affiliation or belief, use of FMLA, military, and family military rights, ex-offender status (depending on the offense and position to be filled), unfavorable military discharge, membership in an organization whose primary purpose is the protection of civil rights or improvement of living conditions and human relations, height, weight, or HIV infection, in accord with the organization's AIDS Policy Statement.*