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| **Quality Assurance Specialist** Job Description |
| Program: Rapid Rehousing | Reports to: Program Manager |
| Job Location: Rutherford  | Position Status: Full-Time JOB CLASSIFICATION 114 |
| FLSA Classification: Non-Exempt |  Salary Range: ­ $26.82 – $28.85 |
| **Position Summary:**Family Eldercare thoughtfully partners with older adults and adults with disabilities to help them achieve stability, dignity, and wellbeing in their lives. We provide services which support financial and housing stability, health, and wellness, and we advocate for underserved communities. Family Eldercare’s core values include equity, passion, commitment, collaboration, compassion, integrity and stewardship.The Rapid Rehousing program uses evidenced-based strategies to serve people experiencing homelessness and help them transition into permanent housing. Rapid Rehousing is funded by multiple government sources, and each has their own compliance and recordkeeping requirements to provide and document services. As such, the Quality Assurance Specialist will support internal compliance and reporting functions, develop data governance within Rapid Rehousing, and provide education and support to staff. **Essential responsibilities of Quality Assurance Specialist:*** Maintain knowledge of City of Austin Social Service Contracts Client Eligibility Requirements, Emergency Solutions Grant, and other requirements for reporting and compliance.
* Educate and instruct program staff in recommended quality, confirming training and documentation procedures are followed and maintained.
* Support Rapid Rehousing Leadership to develop and establish tracking systems for quality assurance using the client database, community databases (i.e., HMIS), recommendations from funders, and staff feedback.
* Maintain the client database to ensure that standard data elements and reporting tools meet compliance requirements of funders.
* Maintain the Rapid Rehousing program manual to ensure written standards are updated and meet compliance requirements of funders.
* Function as an information source with program staff when critical quality issues arise.
* Develop an internal audit system to regularly conduct checks of client files (both electronic and paper source) and a system to measure results. The Quality Assurance Specialist will track and report on eligibility records, fidelity to contract work statements, performance measures, etc.
* Assist Program Manager and Director of Financial & Housing Stability to prepare quarterly reports and audit documentation.
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| **Education and Experience:** * Associate’s or Bachelor’s Degree
* 3 years’ experience in direct client services, case management, and using community service resources
* Experience serving older adults, people with disabilities, people experiencing homelessness, or victims of abuse, neglect, or exploitation
* Proficient in Microsoft Office 365 suite, Apricot software, Homeless Management Information System
* Demonstrated experience supporting staff and programs in matters related to quality assurance and compliance
* Any combination of education and experience will be considered to satisfy minimum requirements.
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| **Competencies:** * Ability to coordinate caseload assignments, committee activities, and special projects
* Ability to work under pressure, meet deadlines, and maintain a professional attitude
* Ability to maintain organized client records and educate staff on best practices in records management
* Knowledge of data analytics
* Knowledge of community services, resources, and entitlements and how to access them
* Ability to develop productive relationships with clients and volunteers
* Ability to work independently, organize work efficiently, prioritize response to changing needs of clients, staff, and program
* Ability to interact in a positive professional manner
* Ability to articulate clearly in both verbal and written communication
* Ability to maintain and protect confidential information in compliance with state and federal regulations

**Work Environment:** * Work occurs in both office settings and off site, conducting duties related to Rapid Rehousing.
* Requires a significant amount of face-to-face interaction and phone contact with program staff, clients, volunteers, and outside professionals. May conduct home or community visits.
* Ability to perform the essential job functions consistent safely and successfully with the ADA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
* Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards

**Acknowledgement and Review:**By signing this job description, I acknowledge that I meet the qualifications, and am willing and able to perform all job functions, duties, and responsibilities. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any organizational policies, procedures, practices, guidelines, and processes based on organizational needs. |

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| **Print Employee Name:**  |
| **Employee Signature:**  | **Date:**  |