

# Connections For Life

## Quality Assurance (QA) Manager

### Job Description



Connections For Life  
Supported and Independent Living Services

<b>TITLE:</b>	<b>Quality Assurance Manager</b>
<b>BASIC FUNCTIONS:</b>	Implements QA processes & follow up
<b>REPORTS TO:</b>	Executive Director
<b>JOB CLASSIFICATION:</b>	Exempt/ Full-Time
<b>REQUIREMENTS:</b>	<u>Education:</u> BA degree in social services or related degree preferred <u>Experience:</u> A minimum of three (3) years of professional experience in the fields of business, training, health & human services desired <u>Special skills and knowledge:</u> The QA Manager must possess an understanding and commitment to the philosophy of integration, normalization and individual-driven services. Demonstrates the ability to support the company's values, goals and objectives. Must have experience using word processing programs and spreadsheets, strong written and oral communication skills and the ability to elicit cooperation from a wide variety of sources. Requires an eye for detail and excellent grammar. Needs the skills to effectively prioritize and execute tasks. Ability to multitask is a plus. <u>Additional benefits:</u> Participant in CFL Management Compensation Plan & CFL issued technology.

#### **CORE RESPONSIBILITIES:**

Responsibilities include, but are not limited to:

1. Maintain a weekly schedule, accessible in scheduling system and submitted to Associate Director.
2. Completes a QA weekly schedule and submits to Executive Director for approval.
3. Collaborate with the Executive Director to develop comprehensive work flow processes.
4. Monitor the maintenance of SLS in home binders and document control in client files.
5. Scans, copies, and emails material to CFL staff as necessary.
6. Collaborate with the CFL office team for CFL activities and events, trainings, meetings, and staff development.
7. Participate in weekly 1:1 meeting with the Executive Director.
8. Revise and create QA Standard Operating Procedures (SOP's) as needed.
9. Facilitates CFL's Quality Assurance Program:
  - Schedule and participate in weekly QA checks.
  - Report findings of all internal monitoring QA checks to the Executive Director and appropriate LSC case responsible as a follow up.
  - QA requests a follow up from case responsible coordinator no later than one week from sending initial QA report.
  - Approve and track all Special Incident Reports (SIR's) and complete 30-day follow up.

- Create audit tools for reviewing various processes in the working environment to ensure standards are being met.
  - Maintain professional rapport with NBRC QA and SIR department.
  - Respond to emails from CFL office team, CFL staff, client support circle, client, and NBRC staff to ensure quality services are being provided and maintained.
  - Review client files for accuracy on a quarterly basis or as updates are needed.
10. Maintain internal monitoring for QA to ensure Title 17 and funder contract compliance.
  11. Support Coordinators during client house meetings and assists Personnel Training Specialist with trainings, including but not limited to specific client house trainings and any other necessary trainings.
  12. Collaborates with Operations Manager and Accounting/HR Specialist to produce Orientation presentations.
  13. Assist Service Planners with projected trainings and schedules for all new CFL staff.
  14. Complete 30, 60 and 90 day follow up meetings with each new hire and provides documentation to HR Generalist for employee file. Follow up with the Executive Director for any necessary retraining.
  15. Attend and participate in admin, management and All Staff meetings.
  16. Complete monthly QA report for Quarterly Board Report, to be reviewed by the HR Generalist for editing.
  17. Collaborate with the Team Development Committee to ensure quality supports for both staff and clients.
  18. Respond to all voice messages and emails no later than a 48-hour period.
  19. Maintain organized Personal Drive.
  20. Attend NBRC VAC meeting on the second Tuesday of the month with the Executive Director, when available.
  21. Ensure all contents are presented in each house meeting. (person-centered, individualized, problem solving, safety topics, sign in sheets, training/retraining, etc.).
  22. Other duties as specified and designated by CFL Management Team.

## Physical Demands

While performing the responsibilities of the job, the employee is required to:

- a. Communicate with good verbal and listening skills.
- b. Often required to sit for long periods of time.
- c. Must be able to use hands and fingers to handle or feel.
- d. Occasionally required to stand, walk, reach with arms and hands.
- e. Vision abilities required by this position, including close-related vision.