**Quality Assurance Coordinator**

**Job Summary**:

The Quality Assurance Coordinator is responsible for the monitoring of activities and supports pertinent to the supports provided by Aspire, Inc. to the people supported assigned to their caseload. A key responsibility will be to work closely with all stake holders in achieving ongoing excellence in supports provided by Aspire, Inc. to be in compliance with all policies and procedures, state and federal regulations, and requirements for CQL accreditation.

**Position accountable to:** Director of Quality Assurance

**FLSA:** Non-Exempt

**Essential Functions:**

1. Responsible for the safekeeping of people’s records, forms or reports and securing them against loss, destruction, or use by unauthorized personnel.
2. Serves as the primary contact person to the people on assigned caseload when assistance is required.
3. Participate in all planning meetings, assisting with Person Centered Planning, and implementing team recommendations.
4. Completes, or delegates the completion of, assessments as assigned by the case manager.
5. Provides input related to the ICAP assessment to the case manager.
6. Writes (or delegates the writing), submits and implements the behavior support plans following the review and approval by the Positive Behavior Support Committee.
7. Reviews completed support plan, ISP monitoring and ensures appropriate follow-up with team members
8. Reviews daily reports and identifies emergency restrictions, trends, changes in mental health/physical health, etc., and reports accordingly to the Positive Behavior Support Committee and/or other team members.
9. Maintains a positive and professional working relationship with people supported, families, guardians, staff, state agencies, case managers and other professionals.
10. Communicates with the case manager to convene the team to review the person’s plan when problems or changes that call for review are indicated.
11. Ensures that new people supported are properly orientated to the agency.
12. Maintains all program documentation necessary as required by agency policy, and applicable accrediting/licensing bodies.
13. Assists people to identify goals/objectives for people supported and individualizes services and supports needed to achieve desired outcomes.
14. Ensures that each person is receiving assistance in assuming management of

those activities for which the person has demonstrated management capacity.

1. Ensures that the person’s rights and due process have been upheld. Ensures when a person’s rights and/or due process have been restricted that the service team and the appropriate committees have reviewed the restriction, within the required timeframe.
2. Initiates intervention and investigation (when needed) in all alleged cases of abuse, neglect, exploitation and/or mistreatment; within or outside of the agency.
3. Assists in the transfer of a person to another service or agency when such transfer is desired by the person and such transfer is consistent with their service plan.
4. Intervenes with immediate medical, behavior or emergency situations including but not limited to: CPR/Heimlich, Safety Cares - (i.e. physical restraints, holds, escorts), individualized support plans or protocols, First Aid, Fire or Weather (including monthly drills).
5. Advocates for people supported. Ensures peoples’ choices and preference are elicited and respected.
6. Utilizes community resources in the development of programs and services.
   1. Ability to assist people in accessing resources and interacting in the community.
7. In conjunction with other members of the service team, determines specific goals and objectives for individuals served, and the methods by which these goals and objectives can be accomplished and completed in a timely manner.
8. Responsible for equipment and supply requisition (as necessary); maintains inventory list.
9. Demonstrates leadership through stewardship, ethics and caring
   1. Embodies the mission of the agency
   2. Treats all employees, colleagues, and people supported with respect and dignity
   3. Understands and applies fair practices in personnel issues
   4. Makes ethical decisions
10. Keeps abreast of developments in the field through professional contacts, literature, and workshops.
11. Is familiar with, complies with and implements current state regulations as applicable (i.e. DHS/DDD, DOH, and SDHDA), agency policies and procedures, accreditation standards.
12. Ability to transport people supported throughout the community and pick up/deliver supplies and accompany people supported to appointments when needed
13. Reviews and submits Critical Incident Reports
14. Reviews and provides follow up on complaint forms
15. Reviews and complies individual files that are selected for the monthly SMART review.
16. Co-plans, conducts, and attends extracurricular activities, workshops, in-services, and meetings as necessary at Aspire or in the community. Travel may be required.
17. Demonstrates ability to use computer and programs to collect and analyze trends and prepare reports.

**Other Functions:**

* Serves on and/or chairs agency committees, focus groups, as necessary.
* Performs other reasonably related duties as assigned.
* Provide agency tours and presentations to community groups, clubs, organizations, staff or people supported as necessary.

**Responsibility:**

Responsibilities include:

* working under limited supervision using standard practices and/or methods,
* directing/interacting with co-workers and teams in a tactful, pleasant manner,
* prioritizing,
* effectively communicating (both verbal and written),
* meeting deadlines,
* exercising discretion and judgment,
* perform multiple tasks at one time while being detailed oriented;
* providing leadership skills in planning, organizing, delegating, and motivating others.

**Working Environment:**

The usual and customary methods of performing the job’s functions require the following physical demands:

* sitting (extended periods of time),
* standing,
* some lifting,
* carrying,
* pushing, and/or pulling (i.e. carts, file cabinets, wheelchairs, etc.);
* some climbing and balancing (i.e. stairs, assisting people walking with gait belts, etc.),
* some stooping, kneeling, crouching, and/or crawling; and
* significant fine finger dexterity.

The job may be performed at several locations in the community and under a variety of conditions: generally clean and hazard free environment.

**Qualifications:**

* Minimum of four-year degree in the Human Service or closely related field.
* Pass qualifying criminal background checks which includes motor vehicle driving records.
* Pass a pre-employment drug screening. Upon hire, employees are subject to reasonable suspicion testing per Aspire Inc.’s Drug Free Workplace Policy.
* Ability to communicate effectively though verbal and written mediums, including via phone, text, email, Secure-Communication (S-Comm).
* Strong computer skills, specifically with Microsoft Word, Excel, Outlook; Zoom (or other virtual meeting platforms); and general online platforms.

**Licenses/Required Testing:** A valid driver’s license and evidence of insurability is required upon hire. Must have a safe driving record, have at least 3 years of driving experience if under the age of 21, and be insurable under our insurance.

Employees must successfully complete all required agency training in the required time allotted, and recertify annually.

*Every effort has been made to make your job description as complete as possible; however, in no way is it stated that these are the only duties you are required to perform. Any one position may not include all of the listed items nor do the listed items include all functions which may be found in positions of this class. Aspire, Inc. reserves the right to make changes to job descriptions, job responsibilities and functions, employment practices, supervisory lines of authority, employment titles, etc. as it deems necessary.*

**By signing this, you agree that you are able to perform all of the required job duties and essential functions of this position with or without accommodations. If accommodations are needed for any of the above essential functions, please contact the Director of Human Resources.**

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| Employee Signature |  | Date Reviewed |

Date revised: May 29, 2025