

MountainHeart

Job Description

Job Title: Quality Control/Audit Specialist
Department: Child Care CCR&R
Reports To: Director & Subsidy and Resource Coordinator
FLSA Status: Non-Exempt
OSHA Category: Category 3

Summary: The primary function of this position is to assist case managers in case management accuracy and quality, achieving and maintaining a 0% error rate, providing training, support, mentoring and feedback.

Essential Duties and Responsibilities

- Assist the Program Director, Subsidy & Resource Coordinator and Supervisors in developing quality control process for case management services and a successful strategy to decrease and maintain the error rate in case files to 0%
- Conduct audits on 100% of case files
- Visit all offices in Child Care Region 5 on a regularly scheduled basis for quality review including conducting case audits, etc.
- Generate outcome reports and graphs
- Develop improvement plans on an individual basis to increase quality and accuracy in the case management process
- Review and monitor FACTS tickler system to advise Supervisors and Case Managers of any overdue reviews
- Provide on-going monthly training for all Case Management staff
- Provide one on one training to case managers to increase knowledge of policy and case management accuracy
- Provide ongoing monthly audits and report findings to the Program Director, Subsidy and Resource Coordinator, Supervisors and Case Managers on audit outcomes
- Follow-up on all case management errors to ensure correction by a set time frame
- Coordinate training with individuals to increase productivity and accurateness
- Meet with the Program Director and Subsidy and Resource Coordinator on an ongoing basis to discuss key issues and outcomes of audits and error rate percentages
- Assist with case management duties and caseload in the event of staff turnover
- Maintain confidentiality
- Other duties as assigned

Supervisory Responsibilities

This position has no supervisory duties.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.

Updated: August 1, 2018

ALL PERSONNEL ARE AT WILL EMPLOYEES

MountainHeart Community Services, Inc. is an Equal Opportunity Employer

- Dependability - Follows instructions, responds to management direction.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of the knowledge, skill, and/or ability required. Some computer skills including knowledge of Microsoft Word, FACTS, Power Point and Excel. Excellent telephone skills and ability to use office equipment. Must have good recall memory, organizational and listening skills. Maintain confidentiality.

Education and/or Experience:

Bachelor's degree in human services or related field or early childhood field. Must have a working knowledge of the FACTS program and WV Child Care Policy.

Must have valid driver's license.

APS/CPS check and a clear criminal background check with no charges related to child abuse and neglect, domestic violence, or drug charges.

Language Skills:

Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients and the general public.

Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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 stand and sit. The employee is frequently required to sit and reach. The employee is occasionally required to climb or balance. The employee may occasionally lift and/or move up to 50 pounds.

Extensive travel required.

Work Environment:

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet. Frequent and extensive travel within the service delivery area is required.

Employee Signature

Date