

COALITION FOR HISPANIC FAMILY SERVICES
Job Posting

Job Title: Preventive Services
Quality Assurance/Quality Improvement Monitor
Department: Quality Assurance
Date Available: Immediately
Date Posting: **October 5, 2018**
Deadline to Apply: **October 12, 2018**

To apply: Submit a resume and cover letter with qualifications to Hector Berrios, Director of Quality Assurance, at hberrios@hispanicfamilyservicesny.org by 5pm on October 12, 2018.

QUALIFICATIONS:

Candidate must have a Bachelor's Degree with minimum (3) years' experience in the field of child welfare. Familiarity with ACS and OCFS policies, procedures and systems including PROMIS and Connections required. Familiarity with Evolv system is a plus. Experience in review of case records, assessment of best practice, program audits and implementation of surveys preferred. Must have strong assessment skills, good human relations skills, able to engage staff in constructive efforts to improve practice and program performance. Demonstrate assertiveness, reliable and self-starter are essential. Computer and strong organizational skills is a requisite. Excellent written and oral skills and. Familiarity with computers and software programs such as Connections, PROMIS, Evolv, Excel and Outlook are required.

Reporting Relationship: QA/QI Supervisor and Director

Duties and Responsibilities:

Quality Assurance

1. Review of monthly contacts to ensure that preventive services staff are meeting monthly ACS requirements. Report findings to supervisor and Preventive Director on a monthly basis.
2. Conduct quarterly reviews of General, FTR and COS preventive cases to ensure that preventive guidelines are being followed. Report findings to supervisor and Preventive Director on a quarterly basis.

3. Review monthly sample of case records scheduled for FTC to determine quality of progress notes, follow-up of service plans and implementation of standards of best practice.
4. Responsible for understanding ACS/OCFS policies and procedures in regards to Child Welfare. Insure that ACS requirements and outcomes related to scorecard are met specifically, but not limited to PAMS
5. Responsible for understanding all internal and external policies, rules and regulations related to the various types of audits and surveys. In conjunction with QA/QI supervisor, serve as a resource to the preventive staff.
6. Comply with all federal, state, and agency security and privacy policies intended to protect client confidentiality.
7. Develop plans, forms, desk guides, and other supports as needed by program staff.

Quality Improvement

8. Preparation and monitoring of corrective action plans in conjunction with the QA Supervisor, QA Director and Program Director related to program audits and evaluations.
9. Assist program with interpretation and analysis of data, records, and statistical measurements to identify strengths, trends, and areas of improvement.
10. Analyze and present data to programs, facilitate discussions and provide technical assistance as needed to help staff understand and use data to improve program performance.
11. Be familiar with, prepare for and review outcomes/indicators in regards to preventive closing procedures. Prepare monthly statistical reports and summaries.
12. Define trends based on record reviews and work with various committees to develop outcomes and ensure activities are in compliance.
13. Attend all QA meetings, workshops and conferences.

14. Follow up with programs in regards to deficiencies and ensure corrective action plans are completed.
15. Serve as a back up to other members of the QA/QI team
16. Other tasks as assigned by supervisor or department director.

Salary:

Low to Mid 40's - based on experience.

Excellent benefits package, ample vacation and sick days.