

Employment Announcement Quality Assurance Quality Improvement (QA/QI) Specialist

JOB SUMMARY:

The QA/QI Specialist ensures compliance with ethical standards, regulatory and contractual requirements, service provision standards, practices, protocols, and all QA/QI activities. This position reviews all incident reports, event reports, grievances, and client satisfaction surveys and provides analysis reports and recommendations to the COO. The QA/QI Specialist is responsible for drafting new policy language and updating existing policies, as applicable, and requires a high level of discretion and analytical acumen.

ESSENTIAL DUTIES AND PRIMARY RESPONSIBILITIES:

1. Facilitates all ongoing activities as outlined in the QA/QI plan (peer review, credentialing, documentation of controls, outcomes, fire drills); provides technical assistance to staff conducting the activities; analyzes data and provides analytical reports and recommendations for process improvements to the COO.
2. Reviews and analyzes all incident / accident reports, event reports, grievances, and client satisfaction surveys; reports findings, trends, and recommendations to the COO.
3. Prepare all documents for monthly QA/QI meetings; provides technical assistance to peers in developing reports; analyzes all reports and provides recommendations to the COO.
4. Develops database reports to analyze outcomes, programmatic and demographic data, and provides reports and recommendations to the COO/CEO.
5. Proactively develops updated policy language and drafts new policy language for COO review based on ongoing feedback from the QA/QI Committee.
6. Reviews and monitors employee training requirements; analyzes all QA/QI trend data in totality and provides recommendations on specific trainings to the COO/HR Director.
7. Reviews and monitors applicable employee training to ensure that training requirements are satisfied.
8. Monitors compliance with the Broward County-Broward Partnership Lease Agreements for the Homeless Assistance Centers.
9. Reviews and updates all policies annually and as needed. Keeps the agency apprised of all related updates and requirements, and ensures that necessary training is provided.

10. Assists in ensuring preparedness for all activities related to inspection, audits, licensing, etc. Assists in coordinating all internal and external monitoring and auditing.
11. Reviews billing documentation, eligibility documentation, outcome indicators, and tracking methodology. Provides analysis reports, recommendations, and process improvement technical assistance.
12. Acts as the Agency's Risk Manager and assists the COO with all risk management related activities. Monitors and ensures Agency compliance with ordinances, fire safety, American with Disabilities Act (ADA), safety, security, health standards, and other applicable guidelines.
1. Serves as liaison and monitors the agency's information technology contract. Supervises and monitors activities, actively communicates with contractor, and coordinates all activities involving information technology. Reports technology equipment/hardware repairs to the Director of Facilities and Maintenance to coordinate with IT contractor.
13. Works closely with Contracts and HMIS Manager and Grants Manager to ensure ongoing compliance with grant agreements and contracts and regulatory standards.
14. All job requirements listed indicate the minimum level of knowledge, skill, and or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees will be responsible to perform any other job-related instructions/tasks given by their supervisor, subject to reasonable accommodations.

QUALIFICATIONS:

Education/Experience: A Bachelor's degree in Human Services, Computer Science, Business or Public Administration, or a related field is required. Master's degree is preferred. The candidate must have at least three to five years direct work experience in monitoring, auditing and process improvement. Proficient in Microsoft Office, excellent oral, written, and interpersonal communication skills. Must have strong interpersonal skills and strong organizational and time management skills. Must be able to work flexible hours and possess a valid Florida Driver's License.

WORK ENVIRONMENT:

Work environment characteristics 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.



The QA/QI Specialist works in settings of Broward Partnership, including offices, classrooms, group rooms as well as being involved in other areas of Broward Partnership programs both on and off campus. In addition, the position is active in the community as situations warrant, representing Broward Partnership.

Please e-mail cover letter and resume to: careers@bphi.org and include the job title of “QA/QI Specialist” in the subject line.

Broward Partnership is an EEO/Affirmative Action Employer and complies with all federal and state laws, and regulations. Our policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, genetic information, religion, national origin, age, disability, veteran status, or any other basis protected by applicable federal, state, or local laws. We participate in E-verify.