

LINN COUNTY CLASSIFICATION

TITLE: QUALITY ASSURANCE SPECIALIST

NUMBER: 715

APPROVAL ORDER NUMBER: 2020-284

PAY RANGE: 14

DATE: SEPTEMBER 15, 2020

CATEGORY: MANAGEMENT/EXEMPT

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Perform a variety of activities and services focused on ensuring compliance with County, State and Federal requirements pertaining to the provision of an authorization of quality developmental and mental health services to County residents.

SUPERVISION RECEIVED: Works under the supervision of the Program Manager and/or Designee. A person in this classification is expected to work in a highly independent manner.

SUPERVISION EXERCISED: Supervision of employees in the individual's subject area may be a responsibility. Evaluation of staff work performance in regard to Quality Improvement and Plan Management is required.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain in this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Oversee subject area such as: health and safety, licensing and quality of care, access and eligibility, fiscal analysis, support plans and service authorization; participate actively in program planning and training; represent department in planning and program meetings, activities and consultations concerning County services provided and the quality of those services.
2. Assist in the development, implementation and monitoring of the Program's Quality Improvement and/or Management Plan and procedures to ensure compliance with State and Federal requirements. Coordinate activities to ensure continued compliance with the Program's Quality Improvement and/or Management Plan and procedures by staff and affiliated community service providers. Provide investigative support with complaints, critical incidents and abuse/neglect as mandated by the State rules.
3. Monitor and evaluate work performance and standards compliant with the State's applicable administrative rules and regulations by staff and community service providers. Keep the Program Manager/Designee updated regarding compliance and/or fiscal oversight issues and any needed corrective action related to quality assurance and/or fiscal oversight requirements proposed or established by the State requiring system changes by the County.
4. Ensures administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of all the Protected Health Information. Enforces related policies, procedures and documentation standards including designation of a security official as required by 45 CFR Parts 160, 162, and 164, 42 CFR Part 2 and the HITECH Act. Acts as the HIPAA Privacy Officer in coordination with the Compliance/Development Officer, Program Manager/Designee and Department.

5. Utilize computer software and equipment to analyze, sort, store and present data. Write professional technical reports to inter/intra agency partners and stakeholders.
6. Assist the Program Manager/Designee with staff management in the areas of hiring, training/coaching and performance improvement and evaluation. Provide leadership and facilitate effective inter/intra agency working relationships through education, technical support and consultation including: health and safety; licensing and quality of care; access and eligibility; fiscal analysis; support plans and service authorization.
7. Develop and maintain effective, harmonious and professional working relationships with others.
8. Maintain regular and predictable work attendance.

OTHER FUNCTIONS: This classification covers the most significant essential functions performed by an employee in this position but it does not include other occasional work which may be similar to, related to or a logical assignment of this position. Any one position in this classification may be assigned some or all of the duties listed under essential functions or that arise as other functions. The balance of the various duties, responsibilities and/or assignments of this position may change from time to time based upon management's decisions on how to best allocate resources. Any shift, emphasis or rebalancing does not constitute a change in the essential functions of the job classification.

RECRUITING REQUIREMENTS: (Additional specific details may be provided by the specific office or department job announcement, if applicable).

KNOWLEDGE, SKILL AND ABILITY: Knowledge of the principles and practices of community mental health services. Advanced knowledge of prevention strategies or treatment modalities, counseling strategies and habilitation planning. Considerable knowledge of the functions of other health, social service and education agencies. Ability to learn and comply with the Oregon Revised Statutes, Oregon Administrative Rules, department policies and other regulations that apply to the program area to which assigned. Knowledge of quality assurance and quality improvement approaches to systems development in support of quality service and customer satisfaction.

EXPERIENCE, EDUCATION AND TRAINING: A bachelor's degree in psychology, counseling and social science or business preferred; or, a related two-year degree and/or any satisfactory combination of experience, training and education in areas of social services, management, finance or accounting which clearly demonstrates the ability to perform the work as determined by the Program Manager/Designee is acceptable and may substitute for a 4-year degree.

NECESSARY SPECIAL QUALIFICATIONS: Be a citizen of the United States, be 21-years of age or older and have possession of a valid motor vehicle operator's license with an acceptable driving record. Individual must be able to pass a criminal history check, not be on the CMS disqualified list and be free from unsubstantiated abuse reports. Staff may be expected to play an active role in the event of an emergency which may include changes in the scope of position responsibilities and working hours.

PHYSICAL DEMANDS AND WORK ENVIRONMENTAL: Work is generally performed indoors in multiple offices or clinic settings. Work may also involve travel to various community agencies, client homes and schools throughout the State. May interact with customers with various communication barriers and must be able to accommodate the customer's needs. Work involves a significant amount of locomotion including operation of a motor vehicle and movement from the vehicle to the office, clinic, community agency or school. Requirements include the ability to see, talk and hear; sit, stand and walk, bend and stoop; use hands to handle or operate objects, tools or controls including use of a computer keyboard; reach with hands and arms and lift or move up to thirty (30) pounds.