

LINN COUNTY CLASSIFICATION

TITLE: DEVELOPMENTAL DISABILITIES QUALITY ASSURANCE MANAGER
NUMBER: 718 **APPROVAL ORDER NUMBER:** 2019-325
PAY RANGE: 16 **DATE:** SEPTEMBER 17, 2019
CATEGORY: MANAGEMENT/EXEMPT

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Perform a variety of quality assurance and management actions to ensure compliance with County, State and Federal requirements pertaining to the Developmental Disabilities (DD) Quality Management Plan and Center for Medicare and Medicaid Quality Assurance Responsibilities.

SUPERVISION RECEIVED: Works under the supervision of the Program Manager. A person in this classification is expected to work in a highly independent manner and consult with the Department of Human Service and Office of Developmental Disabilities subject matter experts and leadership.

SUPERVISION EXERCISED: Supervision of employees in the individual's subject area(s) may be a responsibility. Evaluation, training and feedback of staff work performance in regard to Quality Assurance and Total Quality Management is required. Individuals in this position will be expected to assume program management duties in the absence of the Program Manager.

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 and supervise program areas to ensure the program is in compliance with Federal HCBS Waiver Assurances which include: Health and Welfare; Qualified Provider; Level of Care; Administrative Regulatory Authority; Service Plans and Financial Accountability.
2. Specifically included in these areas are: access, assessment and eligibility determination; regulatory oversight and licensing/certification of foster care providers, abuse investigations, management of Developmental Disabilities Program pass through funds and biennial budget; and prior authorization of individual consumer service payments and provider authorizations as indicated in the Intergovernmental Agreement with the State of Oregon, Office of Developmental Disabilities.
3. Assist in the development, implementation and monitoring of the Program's Quality Improvement and/or Management Plan to ensure compliance with State and Federal requirements. Coordinate activities to ensure continued compliance with the Program's Quality Improvement and/or Management Plan by staff and authorized community service providers. Duties and assignments may change to remain in compliance with Statutory or Administrative Rule changes as needed for the effective management of the program.
4. Develop, monitor, interpret and evaluate work performance standards compliant with the State's applicable statutes, administrative rules and regulations by staff and community service providers. Keep the Program Manager 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.

5. Ensure administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of all the Protected Health Information. Enforce 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 HITECH Act. Act as the HIPAA Privacy Officer in coordination with the Compliance/Development Officer, Program Manager and Department.
6. Utilize computer software and equipment to analyze, sort, store, report and present data. Write professional technical reports to inter/intra agency partners and stakeholders.
7. Assist the Program Manager with staff management in 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.
8. Participate in required meetings representing the Health Department. Participate and provide feedback in statewide stakeholder and rule advisory committees.
9. Research legal and technical reports, transmittals and policy to provide sound recommendations for action and change to system policies.
10. Provide after-hours emergency crisis intervention services to intellectual and developmental disability individuals including consultation and support to other community agencies.
11. Develop and maintain effective, harmonious and reasonable work relationships with others.
12. 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-based developmental disability services. Advanced knowledge of quality assurance and total quality management strategies. Considerable knowledge of the functions of other health, social service and education agencies. Ability to interpret, 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. Advanced knowledge of person-centered planning and investigation principles.

Knowledge of assessments and case management services. Ability to conduct and document interviews and evaluations. Develop comprehensive individualized service/support plans. Demonstrate ability to exercise sound clinical judgment in appraising complex situations. Ability to develop supportive relationships. Ability to write clear and concise reports. Ability to use computers and software programs to analyze data, support investigations and produce management reports. Ability to manage and apply fiscal analysis of the program and specific DD clients. Ability to interpret Oregon Revised Statutes and Administrative Rules and provide recommendations for policy and procedure development. Fiscal responsibilities may include budget, management, use of generally accepted accounting principles, reporting, statistical analysis and account maintenance.

EXPERIENCE, EDUCATION AND TRAINING: A bachelor's degree in psychology, counseling and social science or business preferred; or, a related two-year degree with at least six years of progressive experience and responsibility in the areas of social services, management, finance or accounting may substitute for a four-year degree.

NECESSARY SPECIAL QUALIFICATIONS: Be a citizen of the United States, be 21-years of age or older and possess a valid motor vehicle operator's license with an acceptable driving record. Must be able to pass a criminal history check, not on the CMS disqualified list and be free from unsubstantiated abuse reports. 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 ENVIRONMENT: 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 computer keyboard; reach with hands and arms and lift or move up to thirty (30) pounds.