

QUALITY ASSURANCE ASSISTANT

Position Overview:

The Quality Assurance Assistant, under the direction of the Executive Director, and the Associate Director for Aging Services, shall be responsible for maintaining a Quality Assurance Plan for the Lincoln Trail Area Agency on Aging & Independent Living (LTAAAIL). The Quality Assurance Assistant shall assist the Case Managers and Service Providers in the provision of services as assigned.

Duties & Responsibilities:

- In conjunction with the AAAIL leadership team, the Quality Assurance Assistant shall maintain and update a Quality Assurance Plan for the LTAAAIL.
- Assist with reviewing, editing, and updating of the LTAAAIL Policies and Procedures and other processes.
- Assist with monitoring programs for the LTAAAIL for both internal and external regulation compliance.
- Assist with training for LTAAAIL staff as assigned while providing program education via community outreach and partnerships. This position requires the ability to multi task at all time.
- Complete chart audits for programs and services as specified by various program guidelines. Audits are to assist in assuring compliance and completion of documents in full.
- Conduct routine in-home visits or phone call contacts for any AAAIL program.
- Carryout the provisions of the Quality Assurance Plan as provided and revised.
- Attend meetings and Community Outreach as assigned/required and provide updates to members as necessary. This may include service providers meetings in the complete service area.
- Serve as backup for the Case Managers, Service Advisors, National Caregiver Coordinator and Ombudsman programs when needed.
- Assist with the oversight of the Title III-D functions to include location of providers and program training and provision of sessions when needed.
- Perform other tasks as assigned by the Executive Director and Associate Director.

Education & Experience:

QUALITY ASSURANCE ASSISTANT

- The Quality Assurance Assistant must have a Bachelors Degree in Social Work, or a related field and experience working with the elderly. Applicant must have the ability to obtain knowledge of community resources and policy governing program administration by the Aging Services department.

General Qualifications:

- Must have knowledge of Quality Assurance and Quality Improvement concepts and practices.
- Must have knowledge of programs for the elderly, persons with disabilities, caregivers, and other populations served by the LTAAIL.
- Must have an understanding of Medicaid Waiver programs.
- Ability to deal with clients, professional staff, and community representatives.
- Ability to deal with stressful situations, multi-task, and manage projects.
- Ability to display proper phone etiquette, time management, and multi-phone systems.
- Ability to respect and maintain client confidentiality.
- Ability to use computers and applicable applications.
- Ability to communicate both in writing and orally.
- Ability to take direction and work as a team member.
- Ability to communicate with, establish and maintain effective public relations with co-workers, clients, family members, and professional staff.
- Ability to gather reports and compile for information accurately and meet deadlines.
- Submit to a Tuberculosis (TB) Skin Test or Screening annually. Screening costs will be covered by LTADD.
- Undergo CPR/First-Aid Training every two years. Associated training costs will be covered by LTADD.
- Complete DAIL Attendant Training annually at the time personnel evaluations are performed.
- LTADD is a drug free work place and an EOE, AA, ADA, Title VI employer. This position will require criminal background screening.

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Work Site:

Sitting behind a desk at a computer terminal for hours at a time. Must be able to efficiently keyboard and operate standard office equipment such as copiers and calculators.