



Lincoln Trail ADD

Job Description

Quality Assurance Assistant

Pay Grade 10

STATUS	
Date: 18 January 2023	Department: Aging & Social Services
FLSA Status: Non-Exempt	Reporting Authority: QA/QC Team Leader
Supervisory Responsibility: None	

Position Overview:

Incumbent shall be responsible for maintaining a Quality Assurance Plan for the Lincoln Trail Area Agency on Aging & Independent Living (LTAAAIL). The incumbent shall assist the Case Managers (Aging Services and Waiver) in the provision of services as assigned.

Duties & Responsibilities:

- In conjunction with the Quality Assurance Team Leader, 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 administrative functions for the department including the Aging Council to include completion of correspondence and tracking of regulatory requirements as assigned.
- 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 times.
- Ability to work in several operations systems for record keeping and data entry.
- 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 phone call contacts for any AAAIL program.
- Assist with coordination of satisfaction survey completion and analysis of data collected.
- 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.
- Willingness to be cross trained in other departmental positions to include ADRC, fiscal officer functions and other roles as needed.
- Assist with the oversight of the Title III-D and Title III C1 functions as assigned.
- Perform other tasks as assigned.

Education & Experience:

- Required: High school diploma or equivalent; two (2) years of experience working with the elderly and individuals with disabilities. A comprehensive knowledge of community resources and policy governing programs administered by the Aging Services department.
- Preferred: Associates or Bachelor's Degree in Social Work.

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 in a professional manner.
- 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.

Work Site:

General office setting; however, flexibility for travel and mobility to attend meetings is a must. May require walking, flying or operating a vehicle. This position may require attendance of after hour meetings and occasional overnight travel with limited notice.

Workplace Hazards:

No known hazards exist in the workplace. Must operate a staff vehicle and general office equipment in the course of daily duties.