

KIPDA
POSITION DESCRIPTION

Class Title: Quality Management Planner

Division: Social Services

Supervisor: In-Home Services Coordinator

Class Characteristics: Under general direction, will be responsible for implementing a Quality Management Plan for the Division of Social Services including systems for quality assurance and quality improvement. Assist In-Home Services Coordinator in administering case management and assessment processes; performs related duties as required.

General Duties and Responsibilities:

Essential:

1. Develop, maintain and update a Quality Management Plan for the Division of Social Services Plan which will include quality assurance and quality improvement systems.
2. Assist with coordinating the development, review, editing and updating of Division of Social Services' Policies and Procedures and other processes.
3. Serves as the HIPAA/HITECH Privacy and Security Officer. Assures that all staff receive the initial required HIPAA training; and ongoing HIPAA training.
4. Manage and update HIPAA/HITECH policies and procedures for the DSS including Business Associate Agreement for providers.
5. Assist with developing, implementing and monitoring plan for Social Services Division.
6. Facilitate the implementation of DSS Monitoring of providers and contracts.
7. Facilitate monitoring imposed by other entities on DSS; be available to support the quality assurance practices used to assure quality services.
8. Assist with coordinating training of Division Staff and Provider Network.
9. Review Case Managers' and Service Advisers' completed work for appropriateness, timeliness, accuracy and completeness (i.e. initial assessments, reassessments, service changes, transfers, opening and closing of cases); compare paperwork to electronic system for continuity and accuracy.
10. Monitor case records for all DSS programs for quality (i.e. completeness, appropriateness of running records, monitoring notes, release of information, timeliness of reassessments, complaints and responses, follow-up (what's identified in assessment as unmet need addressed in care plan by service or referral request for copy filled out correctly), assessment legible, correct spelling, signatures, time in, time out, and modifications in care plan are reflected by changes in the assessment, and other record requirements.
11. Monitor other Division program records as required.
12. Conduct routine in-home monitoring reviews with Case Managers and Homemaker Aides; Service Advisers and Employees.

13. Carry out the provisions of Quality Management Plan as provided and revised.
14. Develop, implement and management a Quality Improvement Plan (QIP) for all programs within the DSS.
15. Attend meetings as assigned and required.
16. Serve as backup for Case Manager or Service Adviser when needed.
17. Performs other duties as required.

Non-essential: None.

DESIRABLE QUALIFICATIONS

Training and Experience: Master's Degree in Social Work, Nursing or related field supplemented by three years' related work experience.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Thorough working knowledge of Quality Management, Quality Assurance and Quality Improvement concepts and practices.
2. Thorough knowledge of all Division programs regulations and guidelines.
3. Thorough knowledge of federal guidelines and grant programs which regard elder services, and laws governing confidentiality.
4. Thorough knowledge of case management and services for older adults, persons with disabilities, caregivers and other populations served by the Division.

Skills:

1. Skill in developing Quality Management plans, policies and procedures and/or quality assurance/quality improvement guides.
2. Skill in writing efficiently and effectively.
3. Skill in use of computers and applicable applications.
4. Skill in effective communications and presentation to staff and other groups.
5. Skill in recording documentation.
6. Skill to implement and complete tasks and assignments.

Abilities:

1. Ability to supervise subordinate personnel.
2. Ability to communicate well with clients and potential clients, who may be physically or mentally limited.
3. Ability to communicate with, establish and maintain effective public relations with co-workers, clients, family members, and professional staff.
4. Ability to handle stressful situations with staff, public, clients, providers, family members, etc. effectively.
5. Ability to be flexible in an ever-changing work environment.

ADDITIONAL REQUIREMENTS:

Instructions: Somewhat general; many aspects of work are covered specifically but must also use own judgment.

Processes: Frequently requires refining existing work methods and to develop new techniques, concepts, and/or programs within established limits or policies.

Review of Work: Supervisor spot checks completed work.

Analytical Requirements: Duties are of a complex nature, requiring judgment for which knowledge of many factors are required.

Tools, Equipment and Vehicles Used: Normal office equipment (computer, copier, telephone, fax machine, etc.) and must operate vehicle as a job requirement.

Physical Requirements of the Job: Work is typically performed while sitting at desk or table in a climate-controlled environment with intermittent standing, stooping and walking; lifting light objects (under 25 pounds) is a requirement of the job.

Contacts: Frequent public and private contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information is a job requirement.

Mental Effort: High.

Interruptions: Constant.

Special Licensing Requirements: None.

Availability: N/A

Certification Requirements: Per state requirements.

Additional Requirements: None.

Overtime Provision: Exempt.

To Apply: Email cover letter, resume, and a copy of college transcripts to kellytyra.cecil@kipda.org

EEO