

BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION		BAND	GRADE	SUBGRADE	FLSA STATUS
Program Coordinator		C	4	1	Non-Exempt
POSITION TITLE:		Quality Assurance Coordinator		POSITION#:	501089
<input type="checkbox"/> New <input checked="" type="checkbox"/> Revised		Date:	8/29/2018		
SERVICE TYPE:		AFSCME			
Employee Name:		Department:	Health Department	Supervisor:	DD Division Manager
FTE:	1.0	Employment Status:	Regular Full Time		

Position Summary:

Assure the delivery of responsive, effective, and high quality services through coordination of work flows that comply with policy, rule, and statute. Focus is on process compliance and service standards, non clinical.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	MFA: Service Coordination Essential Duties: <ul style="list-style-type: none"> Conduct interviews with individuals and/or legal representative to complete the Oregon Needs Assessment or subsequent functional needs assessments to determine functional needs for support and allocate resources for needed services. Provide support for vocational services and individual service planning. Implement tracking mechanisms to meet timelines. Manage tracking and development of caseloads. Coordinate with providers of residential, vocational, and transportation services, to ensure individual needs are met. Conduct abuse investigation and protective services for adult individuals with intellectual or developmental disabilities enrolled in, or previously eligible and voluntarily terminated from, developmental disabilities services. Prepares and submits Serious Event Report Tracking reports. Assist the Community Developmental Disabilities Program (CDDP) manager in monitoring the quality of services delivered within the county. Assist the CDDP manager in the identification of existing and insufficient service delivery resources or options. In coordination with the Office of Licensing and Regulatory Oversight (OLRO), assist in the initial licensing and certification and renewals of licenses and certifications, of local adult foster homes as described in OAR chapter 411, division 360 and children's foster homes as described in OAR chapter 411, division 346. Assure completed application forms from applicants are submitted to OLRO. Complete and submit inspection reports. Complete and submit background checks, as needed. Make test sites available, administer tests provided by the Department and send completed tests to the Department for scoring. Maintain a link to the Adult Foster Home Training website where the Basic Training Course, self-study manual, and associated information are maintained and distribute information upon request. 	50%

	<ul style="list-style-type: none"> • Assist in completing any other information necessary for licensing or certifying homes. • Complete foster home visits for rule compliance, issue violation citations, and monitor for correction. • Coordinate the recruitment, retention, placement and training of foster providers. 	
2	MFA: Compliance Essential Duties: <ul style="list-style-type: none"> • Review monthly case monitoring and progress notes for compliance. Follow up and train services coordinators on process needs, changes or improvements, when needed. • Develop, implement, and train on policies and procedures for the Home and Community-Based Settings • Ensure compliance with requests from the Office of Developmental Disability Services regarding lawsuit settlements, Medicaid waivers, state and federal laws and rules, Notices of Planned Action and information requests for planning and development. • Implement policies and procedures for service changes and requirements from the State and Oregon Administrative Rules for all service elements • Ensure Compliance for bi-annual state audits of program through Self-audit charts, Level of Care, progress notes, and customer satisfaction 	20%
3	MFA: Financial Essential Duties: <ul style="list-style-type: none"> • Assist with billing between the state and providers as they arise. Track Family Support expenditures. Performs billing functions through eXPRS for Benton County DD 48 billings. Tracks and inputs encounter data, enrollments and terminations. • Perform SNAP assessments to determine payment rates for foster care. • Creates plan of care and client prior authorizations to allow providers to bill for services. 	15%
4	MFA: Administrative Support <ul style="list-style-type: none"> • Track residential vacancies and placements. Track and authorize changes in services. • Manage database and supply technical support for staff. Assist in the preparation of reports and information tracking. Including, Implement and upgrade data processes. • Implements procedural processes to support work flows. Documents meeting minutes and team decisions. • Maintain lists of approved providers for foster care, PC 20, and Family Support. • Serve as Internal liaison to division coordinators, IT, client services, procurement, contracts, Healthy Communities, and other internal Benton County, Health Department/Health Center customers. • Support for Personal Support Workers such as process criminal history checks, maintain provider lists, manage and input timesheets. • Using excellent customer service; greet, educate and instruct clients over the admissions/services process. Assist clients in completing forms as needed. • Answer multi-line phones and determine the priority and action to take for in-coming calls. Schedule clients in a complex computerized scheduling system. Establish financial eligibility for clients. • Monitor reception area to assist in clinic flow and maintain a clean and safe environment. 	15%
6	And other duties as assigned.	
Percentages should total 100%		100%

Special Requirements:**Physical Demands**

While performing the duties of this job, the employee is frequently required to use hands to finger, handle or feel; talk; or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms; and stoop; kneel; or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Working Environment

The employee works in well-lighted, clean environments. The noise level in the work environment is quiet to moderate. **Check the following that applies to this position:** The employee may occasionally: ☒ work with angry or hostile clients or members of the public, ☐ work with toxic substances and biohazards, and ☐ exposure to infectious illnesses.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation, and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances. These responsibilities could include unscheduled temporary changes in work schedule and/or work duties, including evenings and weekends, work relocation, overtime, working with other community agencies such as the local Fire Department, hospitals, the Red Cross and other emergency responders. The ability to be flexible is critical in our overall response to the emergency or disaster. Under Emergency situations this position may be called in to work, supporting Administration in regular duties or other work as assigned. Per County personnel policy, this position may be included in the agency's essential personnel for emergency/disaster response.

Quality Improvement Participation:

Employees are expected to participate in improving BHS' performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee: _____ Date: _____

Immediate Supervisor: _____ Date: _____