

## JOB DESCRIPTION

**POSITION TITLE:** Quality Assurance Manager

**REPORTS TO:** Director of Client Resources

**STATUS:** Non-Exempt

### JOB SUMMARY

The Quality Assurance Manager is a member of the client service team who has a strong understanding of community resources and networks. This position will be primarily responsible for the quality assurance of client files and related programs. This person will run monthly and quarterly reports to ensure for compliance of meeting client deadlines of semi-annual renewals, Ryan White and HOPWA housing program paperwork. Reviews the input of data into the CAREWARE system vs. information in client files. A review of a % client files will be conducted on a quarterly basis. This position ensures the clients satisfaction survey is completed annually. Identifies areas to improve upon and works with the Director of Client Resources to improve overall quality of providing services to the clients. This position will assist the Director of Client Resources to provide oversight to the Case Managers when the Director of Client Resources is not available. Ensures the agency is compliance ready for all state and federal audits conducted on client services.

### QUALIFICATIONS

**Education and Experience:** Bachelor's degree in social work, human services, psychology or education. Relevant life experience is valued at the Four A's and may substitute for educational requirement. Prefer a minimum of three year's experience working with people who experience HIV/AIDS, terminal illnesses, behavioral health and or quality assurance programs.

**Communication Skills:** Excellent written and verbal communication skills, strong listening skills with attention to detail.

**Certifications and Clearances:** Valid driver's license; proof of auto insurance (if using private vehicle). Federal and State background check and TB test. A successful background check will show no evidence of fraud or abuse of vulnerable population.

### **Physical Requirements:**

- Frequent communication - verbal and written.
- Frequent sitting and/or standing.
- Repetitive movement of hands and fingers - typing and/or writing.
- Visually or otherwise identify, observe and assess.
- Occasional stooping, kneeling or crouching.
- Reach with hands and arms.
- Use math/calculations.
- Lifting Requirement – minimum of 25 lbs.

**Access to PHI:** Will have access to Protected Health Information as outlined in Four A's HIPAA & Security Policies & Procedures.

**Job Functions:**

- Provide services in accordance to the Four A's mission statement.
- Responsible for adhering to all policy and procedures as outlined in the Employee Handbook and other departmental procedure manuals.
- Provide oversight to client files to ensure proper documentation for related programs are current in the files. Reports any issues to the Director of Client Resources.
- Conduct quarterly audits on a % of client files and report finding to Director of Client Resources.
- Run monthly and quarterly reports to ensure deadlines are being met within the guidelines set by programs.
- Perform check-in and check-out inspections with residents in agency properties as assigned.
- Attend weekly case management meetings and other specified meetings/trainings as required.
- Conducts reviews in CAREWARE to ensure data entry matches paperwork trail in file.
- Ensures paperwork for Ryan White and HOPWA programs are current in files.
- Reviews for current leases and W-9 in files for compliance to provide housing assistance.
- Assists the Director of Client Resources with six- month client renewals
- Provides oversight through reporting clients are discharged in a timely manner with appropriate paperwork
- Maintains a small caseload of 5 clients and acts as a back-up as needed in the absence of a case manager.
- Provide training on documentation to new case managers.
- Exercise patience, understanding, and concern for each client's health, safety, development, and enjoyment of life.
- Accurately complete job assignments, agency forms, and written documents within assigned deadlines.
- Ability to communicate effectively in oral and written forms with consumers, families, significant others, coworkers, supervisors, other service agencies, and the community.

Four A'; is an Equal Opportunity Employer and makes every effort to ensure that in every phase of its recruitment and selection processes equal employment opportunity is provided to all individuals regardless of race, color, genetics, sex, gender identity or expression, sexual orientation, age religion, marital status, change in marital status, pregnancy, parenthood, disability , national origin or citizenship, or veterans status. **People with lived experience of drug use, incarceration, homelessness, and/or sex work; people of color, women, members of the LGBTQIA+ communities; and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.**

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Employee Signature

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Date