JOB DESCRIPTION

TITLE: QUALITY ASSURANCE LIAISON

SUPERVISOR: Community Developmental Disability Organization (CDDO) COORDINATOR

HOURS PER WEEK: 40

When you are in the business of coordinating and providing services and programs to aging and disabled Kansans, you’re in the people business. At East Central Kansas Area Agency on Aging we want every consumer experience to be distinctly personal. The challenge is complex. When people call us for help, their focus is on getting the best information and care possible. We provide them facts and help them understand their options and refer to other resources as necessary. This part of life matters a lot to them and it matters just as much to us. Our consumer service teams have a serious responsibility to make every contact informative, productive, positive, and memorable for that says how much we care.

SUMMARY OF JOB:

* To provide oversight to ensure that Quality Assurance standards mandated by the Kansas Department of Aging and Disability Services (KDADS), namely Article 63 and 64 and the Developmental Disability Reform Act, are adequately provided for all IDD waiver individuals served by the CDDO.
* To be trained to complete monthly assessments as needed.
* To be trained to determine eligibility as needed.

QUALIFICATIONS:

* Bachelor’s Degree required
* Experience in Human Services and working with IDD population required
* Valid Driver’s License and Clean Motor Vehicle Report
* Be able to access a variety of facilities and homes that may or may not be ADA compliant
* Ability to pass background/drug test

REQUIRED COMPETENCIES:

* Excellent reading, writing, and verbal communication skills
* Ability to communicate with people having a diverse range of communication styles and needs
* Demonstrate good listening skills
* Working knowledge of Article 63 and 64 and the CMS Final Rule
* Strong Microsoft Office 365 and electronic communication skills
* Detail-oriented
* Strong organizational skills
* Ability to multi-task
* Ability to handle confidential matters
* Ability to work some evenings
* Able to travel within the CDDO catchment area (Coffey, Franklin, Osage counties) at least 50% of the time
* Compliance with HIPPAA/Confidentiality policies and procedures.

RESPONSIBILITIES:

* Review Person-Centered Support Plans, Behavior Support/Intervention/Risk Assessment Plans to ensure that the individual’s supports meet the person’s needs while protecting the person’s rights, and that all KDADS regulatory standards (Article 63, Article 64, and CMS Final Rule) are met.
* On-site Quality Assurance Reviews at provider Day Service, Residential, and In-Home support settings to ensure that supports are being provided as specified in the person’s Person-Centered support Plan and per KDADS regulatory standards.
* Track Affiliate Background checks for completion by provider
* Organize and facilitate quarterly Quality Assurance Committee activities/meetings with the CDDO Coordinator, and maintain meeting minutes.
* Review and track Trend Track, AIR, and APS reports.
* Review, track, and follow-up Complaint Tracker.
* Conflict Resolution.
* Area Transfers.
* Cross-train as needed per ECKAAA Executive Director.
* Assist with other CDDO duties/responsibilities as requested by CDDO Coordinator and/or ECKAAA Executive Director.

\*This position does not include health insurance.