

Quality Assurance Specialist – Full Time

POSITION SUMMARY: The Quality Assurance (QA) Specialist is an exceptionally organized, methodical professional with respect to accuracy, integrity, and accountability. The QA Specialist is charged with fostering a “quality culture,” in which team members become actively engaged in quality practices. This position provides numerous program evaluation and quality improvement functions for the organization, with emphasis in the Behavioral Health Division, including monitoring programs for compliance with quality standards, implementing tools used for programs and service evaluation, and organizing data collection and informational analysis. The QA Specialist provides support within the Quality Improvement Department with ongoing contracting, licensing, and accreditation related functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsibilities include the following, and other duties may be assigned:

- Interpret, build upon, and comply with company quality assurance standards.
- Develops and maintains working knowledge of all program standards, insurance billing requirements, and best practice standards in accordance with CARF, DCF, and AHCA.
- Completes internal audits/utilization review of clinical records to assure that all clinical documentation is completed correctly and timely by program staff across all clinical programs.
- Participates in ongoing review and preparation of clinical billing and reporting.
- Assists in completing reports related to monitoring and compliance with quality standards as needed.
- Assist with prior authorization requests to insurance companies for Behavioral Health services.
- Monitors service units available for Behavioral Health clients as per third-party payer agreements on an ongoing basis.
- Assists with licensing, accreditation, and credentialing/re-credentialing process.
- Assists with outcome data collection and reporting for Program Dashboards.
- Participates in team meetings for the agency and within the Behavioral Health Division.
- Provides feedback to staff regarding compliance with quality assurance standards as needed.
- Identify training needs and take action to ensure company-wide compliance.
- Pursue continuing education on new solutions, technology, and skills.
- Participates in performance evaluation as determined by the organization.

MINIMUM QUALIFICATIONS:

- Bachelor’s Degree in Social Work, Psychology, Mental Health or Marriage and Family from an accredited school, required. Master’s Degree preferred.
- Experience working in a clinical setting, minimum 5 years required.
- Experience with quality assurance practices and Behavioral Health Utilization Reviews and billing requirements, required.
- Experience with DCF licensing and accreditation practices, CARF preferred.
- Detail-oriented, able to implement inspection activities, detect and resolve problems, and deliver satisfactory outcomes.
- Strong written communications skills and the ability to write clearly and informatively.
- Excellent oral communication skills and the ability to speak clearly and persuasively in positive or negative situations.
- Demonstrate teamwork skills through rapport-building, organizing and planning, working collaboratively with others towards common solutions, and have a team-oriented personality.
- Excellent computer competence, including database management.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Dependability - Follows instructions, responds to management direct responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

ABOUT: Jewish Community Services of South Florida (JCS) is the foremost non-profit, human services agency whose mission is to improve the quality of life and self-sufficiency of the Jewish and broader communities throughout South Florida in accordance with Jewish values. Founded in 1920, JCS delivers exemplary social services through compassionate and comprehensive programs that help people stay healthy and productive.

PERKS: We are proud to offer a competitive benefits package to all full-time employees, including medical and dental plans. A generous vacation and holiday pay benefit and a 401(k) match is available. Staff receives monthly in-service training and CEU opportunities. This is a one of a kind opportunity for leadership in talent management to contribute to a team of mindful, caring and passionate people at work every day in service to our community!

JCS is a 501(c)(3) not-for-profit organization and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, disability, gender identity, gender expression, national origin, or veteran status.

Status: Exempt