

DEVELOPMENTAL DISABILITIES QUALITY ASSURANCE SPECIALIST

DEFINITION

To facilitate Developmental Disabilities Services (DDS) quality assurance system. To draft, update and monitor implementation of the DDS Quality Assurance Plan and determine the level of county compliance with Oregon Department of Human Services, Seniors, and People with Disabilities Division.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from designated management staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Assisting DDS management staff in coordinating the quality assurance system.

Developing and implementing the annual quality assurance plan.

Assisting DDS management and support service brokerage staff in monitoring the quality of services delivered within the county.

Assisting DDS management and support service brokerage staff in the identification of existing and insufficient service delivery resources or options.

Providing technical assistance to support service brokerages regarding clients in pre-crisis situations.

Maintaining and monitoring quality assurance records.

Collecting and analyzing information concerning performance and outcomes of the quality assurance plan.

Compiling quality assurance data and reporting out in a timely manner.

Keeping staff informed about compliance issues and need for corrective actions.

Coordinating compliance reviews.

Identifying trends and issues, and making outcome-based recommendations to management.

EXAMPLES OF DUTIES (con't)

Coordinating and facilitating Serious Event Review Team (SERT) meetings.

Reviewing, maintaining data, and making recommendations related to monthly site monitoring, individual annual plans, file reviews, and waiver reviews.

Completing and summarizing data from client death reports.

Developing, implementing, and staffing the Quality Assurance Advisory Committee.

Developing, conducting and summarizing customer satisfaction surveys.

Other duties, as assigned by supervisor.

MINIMUM QUALIFICATIONS

Knowledge of:

The public service system for developmental disability services in Oregon.

Project and/or case management techniques and practices.

Modern office practices, recordkeeping, documentation procedures, case/file management methods, effective writing/presentation principles, and computer systems and operation.

Local social service agencies and community resources.

Social service theory, practices and procedures.

Ability to:

Research, collect information and make formal recommendations pertaining to the quality assurance plan.

Present, communicate information, findings, and recommendations clearly, factually, and logically both in person and in writing.

Effectively organize and prioritize work assignments.

LANE COUNTY

Developmental Disabilities Quality Assurance Specialist (continued)

Ability to: (con't)

Work independently in developing goals and procedures, and in anticipating task requirements.

Effectively understand and demonstrate sensitivity to diverse cultures and individuals.

Prepare and maintain records, statistical data and reports.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Training:

Bachelor's degree from an accredited college or university with major course work in public administration, behavioral or social sciences, finance, or political science.

Experience:

Two years of professional level evaluative, analytical, and planning experience.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.