

REGIONAL CENTER OF THE EAST BAY

Job Description

POSITION TITLE: Quality Assurance Specialist

**SALARY RANGE: \$2,651.67 - \$3,553.48 Bi-weekly
\$68,943.42 - \$92,390.48 Annual**

REPORTS TO: Quality Assurance Supervisor

LOCATION: San Leandro, CA

Summary of the Position:

Under general direction, this position is responsible for actively participating in RCEB's Quality Assurance Plan. This position includes working collaboratively with providers, RCEB employees, and the people our agency supports.

1. Provide consultation and technical assistance regarding policies, procedures, standards and regulations to vendored homes, programs, and RCEB Employees.
2. Coordinate the monitoring and review of vendored services being provided to the people RCEB serves.
3. Conduct site visits; including Health and Safety "checks".
4. Review programs and records for Title 17 regulation compliance.
5. Meet with providers of services and discuss the strengths and challenges of their program.
6. Observe and interview employees of programs to determine knowledge of the supports and services being provided.
7. Interact with people receiving supports to determine their contentment with the supports they receive.
8. With vendors, create and monitor plans addressing noted issues and substantial inadequacies.
9. Participate in interagency meetings to support consistency and quality improvement.
10. Work in collaboration with Community Care Licensing.
11. Participate in identifying training needs for vendors and providing trainings.
12. Support RCEB activities for HCBS Compliance.
13. Follow up with reported complaints and concerns made about providers.
14. Assists with Special Incident Report follow up.
15. Other related duties as assigned.

MINIMUM QUALIFICATIONS:

1. Master's degree in a human services field (or)

Bachelor's degree in human services with four years paid experience as a case manager supporting people with intellectual and developmental disabilities. (or)

Bachelor's degree in human services with four years paid experience managing a program providing residential and living supports to people with IDD.

2. Knowledge of Title 17 and 22 as it relates to the provision of quality services to the individuals served by RCEB preferred.
3. Excellent organizational skills and ability to develop a course of action with follow through within timeframes.
4. Ability to build collaborative relationships; at times in adversarial situations.
5. Automobile and valid driver's license.
6. Have an understanding of Person Centered Thinking.
7. Demonstrate cultural awareness and sensitivity and an ability to work effectively with culturally diverse populations.