



JOB DESCRIPTION

QUALITY ASSURANCE SPECIALIST

Under the supervision of the quality assurance coordinator, the quality assurance specialist shall be responsible to:

1. Acquire a knowledge of community care licensing regulations, funding terms and conditions, Title 5 and 22 Regulations, welfare and institution code, county child care and child development contracts, and agency policies, procedures, and timelines.
2. Acquire a knowledge of all Child Care Programs Department (CCPD) and California Department of Social Services (CDSS) case management and eligibility compliance requirements, and completion of provider contracts and reimbursements.
3. Review department processes with quality assurance coordinator to ensure accurate determination of eligibility and need, and ensure reimbursements are calculated appropriately in compliance with regulatory agencies and Funding Terms and Conditions.
4. Assist in reviewing randomly selected parent and provider files and documents and/or provider reimbursements to determine accuracy and completeness.
5. Assist in conducting internal audits.
6. In conjunction with the quality assurance coordinator develop procedure and documentation solutions and improvements for program enrollment and compliance as well as identifying reasons or contributing factors relating to need, eligibility, and income, or reimbursement calculation findings.
7. Support the training of staff with topics determined by the quality assurance coordinator and appropriate supervisor based on audit trends and case management findings that arise. Assist with creating presentations and training.
8. Assist in the compiling of detailed audit reports that communicate audit findings.
9. Follow up with the quality assurance coordinator and appropriate supervisor when audit issues are discovered or as needed.
10. Attend meetings, workshops, and training as needed or instructed.
11. Other duties as assigned.

EMPLOYMENT STANDARDS

Required Education and Experience:

- High school graduate or equivalent and a minimum of 24 completed college units.
- A minimum of three years' recent paid work experience in an administrative capacity or caseload management position determining eligibility or reimbursement in a county, state, or federally funded assistance or social services program.

Preferred Criteria: College degree. Bilingual (English/ Spanish) skills.

Knowledge and Abilities: Ability to effectively communicate in English both orally and in writing. Ability to travel to meetings, conferences, and trainings as assigned. Ability to effectively use a computer. Knowledge of Windows and applications such as Microsoft Word and Excel. Ability to work effectively with staff and build positive relationships. Must be sensitive to various needs of disadvantaged families and the working knowledge of community services and resources. Ability to organize a number of simultaneous assignments and work under minimum supervision. Ability to effectively speak before a group and create presentations. Ability to maintain strict confidentiality and work independently.

Physical Abilities: Ability to see at normal distance. Ability to hear normal conversations and sounds. Ability to effectively use hands and fingers in the regular use of computer keyboard and for filling out a large volume of required forms. Ability to safely drive own or company- owned vehicles.

Other Requirements: Must submit to a pre-employment, agency-paid physical examination. Employment is conditional pending satisfactory results of physical examination.