

Job Description

Quality Assurance Administrator



JOB TITLE:	Clinical Quality Assurance Administrator
DEPARTMENT:	Counseling Services
REPORTS TO:	Counseling Services Program Manager
STATUS:	Part-time (20 – 25 hours per week), Regular
FLSA:	Non-Exempt
WORK SCHEDULE:	Monday to Friday, typically 9am to 5pm (flexible).

PURPOSE

Under the supervision of the Counseling Program Manager, the Clinical Quality Assurance Administrator leads the Clinical Quality Assurance (QA) monitoring process and provides support to the Counseling program. The Clinical Quality Assurance Administrator provides back-up coverage when the Electronic Records Coordinator is absent, including data entry, data submission to King County, and general clerical support and record-keeping.

ESSENTIAL DUTIES

Records management, Documentation, and Reporting

1. Responsible for the Clinical Quality Assurance, including: monitor and review Therapists' monthly QA performance data, provide reports to Program Manager, follow up and document staff QA forms, and keep track of monthly reports for the monthly QA.
2. Print and provide Therapists with copies of their daily SAL report from ETO.
3. Create and or access database information: Excel, Access, ETO
4. Prepare intake packet ,monthly reports, and staff performance records at request of Director of Programs/Program Manager/Clinical Supervisor
5. Assure that file cabinet of all current counseling documents are up to date and copies made readily available
6. Record Therapists' document submission in ETO for QA Task Report.
7. Pull records for management staff as requested and provide support as needed for audit records requests.
8. Create, maintain, and review physical files for participants (participant charts); file participant's assessments and documentation in their charts.
9. Monitor fax and copy area throughout the day to assure that documents are received and processed.
10. Respond to requests for medical records for participants (with Therapist's support) as needed.
11. Support archiving all exited Counseling participant files at the end of the year; and throughout year as needed
12. Provide back-up coverage as directed by the Program Director when the Electronic Record Coordinator and/or Office Coordinator is absent, including: data entry, data submission to King County: process intake applications, re-authorizations, & exits to ETO. May also include additional clerical duties (phone and front desk coverage) as needed.

Clinical Quality Assurance Program Assistance.

13. Evaluate areas of strength and opportunity related to clinical/administrative compliance and quality and implement improvement efforts.
14. Provide assistance with access and navigation of the clinical record.
15. Respond to HIPAA matters and requests for records as directed by the Program Manager.
16. Coordinate and conduct weekly in-house chart auditing and payer/government audits as they arise.
17. Ensure ASC's counseling informational pamphlet for intakes is updated routinely.
18. Responds to all communication and requests in a timely manner and with professionalism
19. Assists Clinical Supervisor with clinically auditing documents prior to inputting into the clinical record
20. Keeps staff accountable to deadlines, submitting completed documents for participant files, and provides ongoing reports to supervisor/ staff regarding QA status/compliance.

OTHER DUTIES

- Supports and complies with the values, policies and practices of Atlantic Street Center.
- Abides by the agency's confidentiality policies and is aware of HIPAA rules.
- Work effectively as part of the Administrative Support Team, the Counseling Team and the Counseling Quality Assurance Team.
- Actively participate in, and stay abreast of agency life and program activities; attend agency meetings as requested by supervisor; e.g. All-Staff meetings, Administrative Support meetings, etc.
- Assists with Agency's record keeping and document archiving needs, works with other Administrative and Management Team members as needed.
- Perform other related duties as assigned by Program Manager, Director of Programs, or Executive Director.
- Submits expenses, leave requests/timesheets, and other administrative requirements to supervisor in a timely fashion.

QUALIFICATIONS

- Masters in Counseling, Social Work, or Marriage and Family Therapy: Preferred
- Experience in Quality Assurance in health care settings and in electronic data entry: Preferred
- Knowledge of HIPAA rules and the King County public mental health system: Preferred
- Knowledge in clinical Evidence Based Practices and interest in community based social services: Preferred
- Skilled in using Microsoft Office Suite: including Word, Excel, Outlook, Publisher, Access. Etc.
- Interest in social services and the community: Preferred
- Paid or volunteer experience with non-profit organizations: Preferred
- A professional manner, effective work relationship and customer service attitude for interaction with clients, co-workers, volunteers, partner agencies, donors, Board members, and the general public.
- Problem-solving, and ability to complete multiple tasks with efficiency, accuracy and agreed upon time even with temporary increases in workload.
- Extreme attention to detail and exceptional organizational skills
- Excellent oral and written communication skills
- Communicate effectively and professionally with diverse ethnic and clinical backgrounds; Model appropriate and respectful conflict resolution skills. Manage difficult and stressful situations effectively and calmly.
- Respond quickly and efficiently to ever-changing situations, while working in a fast-paced environment: a high degree of flexibility
- A sense of humor and positive attitude
- Work independently with minimal supervision
- Must support Agency mission and feeling comfortable with receiving direction and requests from Counseling Managers

WORKING CONDITIONS

- Work Hours: daily attendance preferred.
- Able to lift 10 pounds, unassisted.
- Long periods of sitting. Long periods in front of the computer screen, typing.

DISCLAIMER

This job description indicates in general terms, the type and level of work performed as well as the typical responsibilities of employees in this classification. The duties described are not to be interpreted as being all-inclusive to any specific employee. Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship existing between Atlantic Street Center and its employees.

How to apply

Qualified individuals should submit a resume and cover letter clearly stating how you meet or exceed the required qualifications. Also, please mention in your letter or email how you heard about the position.

Please indicate in your email or fax subject line:

"QA Admin"

Submit materials by email or fax to:

ATTN:

Human Resources

Atlantic Street Center

Fax: (206) 329-2171

jobs@atlanticstreet.org