

## Quality Assurance Specialist

JOB TYPE: Full Time

PAY: \$45,000 to \$50,000/year

WORK LOCATION: In person (Flanders, NJ)

### Job description:

Reporting to the Director of Quality Assurance & Compliance, the Quality Assurance Specialist will designate across all ArcMorris programming to initiate, complete, and coordinate any and all incident reporting and investigations relating to program operations. S/he assists in establishing methods to improve efficiency, reduce risks, address quality of services issues, and to reduce the vulnerability of fraud, abuse and waste. The Quality Assurance Specialist will act as the liaison to all regulatory bodies regarding investigations and information requests. S/he will conduct interviews with agency employees, persons supported, and community connects (family members and/or guardians). After completion of the investigation, the Quality Assurance Specialist, with the support of the Director of Quality Assurance and Compliance, makes recommendations to agency executive leadership and program management for further corrective and/or administrative action, as needed. S/he will be responsible for creating and training agency employees through ArcMorris onboarding, as needed.

### Responsibilities

- Assure full transparency for all agency programming in reporting incidents based on incident reporting levels and categories grid
- Ensure accurate/timely reporting and submission of incident and follow up reports to Department of Human Services (DHS), Division of Developmental Disabilities (DDD) and Department of Children and Families (DCF) incident and investigative units
- Conducts investigations involving persons supported and employees
- Responsible for coordinating interviews for all investigations
- Gathers and verifies evidence through interviews and observation of agency employees and persons supported, and/or by reviewing and analyzing records and logs
- Completes written, detailed investigation reports and findings as per established protocol;
- Responsible for working in conjunction with Human Resources to address related allegations or concerns.
- Participate in Continuous Quality Improvement (CQI) through committee membership reviewing to incidents, quality assurance, and person supported rights.
- Recommendations regarding administrative action and training as a result of investigative Findings.
- Monitors completion of corrective actions resulting from investigations, audits, etc.
- Develop and administer letters of investigative findings to all involved parties
- Aggregate quarterly incident trends and data

- Use data/trends to drive agency KPIs and systemic areas for opportunity
- Train internal and external agency stakeholders on quality assurance topics and trends;
- Maintains an accurate paper and electronic filing system relating to incident storage;
- Other relevant and additional duties as assigned.

**Qualifications:**

- Bachelors degree in Social Services, Psychology, Education or related field, Bachelor's degree preferred, and three years of supervisory experience.
- Minimum of five years working in the field of Developmental Disabilities.
- Advanced computer skills, particularly with Microsoft Word, Excel and EHR systems;
- Strong problem solving, organization, and attention to detail;
- Excellent verbal and written communication skills;
- Must be able to use good judgment, actively listen and make sound decisions.
- Ability to maintain confidentiality related to sensitive information.
- Must work autonomously with minimal supervision.
- Must cooperate with the licensee, Department of Human Services (DHS) staff, Department of Children and Families (DCF) staff and any and all state representatives in any inspection or investigation.

Contact Gene Rossi, Recruiter, at (973) 326-9750 x244 or [Gene.Rossi@ArcMorris.org](mailto:Gene.Rossi@ArcMorris.org).

**APPLY NOW**