



Quality Assurance Specialist

Location: Flanders, NJ (Morris County)

Salary: \$45,000 to \$50,000 per year

Status: Full-Time

About ArcMorris

Since 1953, ArcMorris has been the largest provider of services for individuals with intellectual and developmental disabilities (I/DD) and their families in Morris County. We are dedicated to enriching lives, promoting independence, and ensuring the highest standards of care, safety, and regulatory compliance across all programs.

Position Overview

The Quality Assurance Specialist reports to the Director of Compliance & Quality Assurance and works across ArcMorris programs to support compliance, risk management, and audit readiness. This role plays a critical part in ensuring program quality through investigations, audits, staff training, policy oversight, and data analysis.

The ideal candidate is detail-oriented, analytical, and experienced in the Developmental Disabilities field, with strong investigative and documentation skills.

Schedule Requirements

- Typical hours: Monday – Friday, 8:30 AM – 5:00 PM
- Required to work at least one weekend day per month (with one weekday off during that same week)
- Required to complete at least one overnight shift per month
- Must maintain flexibility outside of normal business hours to support investigations, audits, and program operations

Key Responsibilities

- Ensure full transparency in agency programming by overseeing incident reporting in accordance with reporting levels and category guidelines.
- Ensure accurate and timely submission of incident and follow-up reports to DHS, DDD, and DCF investigative units.
- Conduct investigations involving persons supported and employees, including coordinating and conducting interviews.
- Gather and verify evidence through interviews, observation, and review of records and logs.
- Prepare detailed written investigation reports and findings in accordance with established protocols.
- Collaborate with Human Resources regarding investigative findings and related personnel matters.
- Provide recommendations for administrative action and training based on investigative outcomes.
- Conduct unannounced program inspections to ensure regulatory compliance.
- Perform audits to ensure licensing standards are met.



- Audit Electronic Health Records (Therap), including documentation, billing, eMAR, and related records.
- Monitor completion of corrective actions resulting from investigations and audits.
- Develop and distribute letters of investigative findings to relevant parties.
- Aggregate and analyze monthly incident trends and data to drive KPIs and identify systemic improvement opportunities.
- Provide training to internal and external stakeholders on quality assurance topics and compliance trends.
- Maintain accurate paper and electronic filing systems related to incidents and audits.
- Perform other related duties as assigned.

Qualifications

- Bachelor's degree in Social Services, Psychology, Education, or related field (preferred).
- Minimum of five (5) years of experience in the Developmental Disabilities field.
- Strong decision-making, investigative, and communication skills.
- Proficiency in Microsoft Excel and Word.
- Experience with Electronic Health Records (Therap preferred).
- Ability to work independently and manage multiple priorities.
- Must have access to a reliable personal vehicle and be able to travel throughout Morris County to program sites.

Benefits Include

- Medical, Dental & Vision Insurance (100% employer-paid single coverage after 90 days)
- 403(b) Retirement Plan with up to 8% Employer Contribution
- Paid Time Off (Vacation, Sick, Personal, Holidays, Birthday)
- Life Insurance & Supplemental Options
- Tuition Reimbursement & Paid Training
- Employee Assistance Program (EAP)
- Professional Development & Employee Recognition Programs

Work Location & Schedule

This is an in-person position based in Flanders, NJ, with travel required to program sites throughout Morris County.

Full-time schedule with typical hours of 8:30 AM – 5:00 PM, including required monthly weekend and overnight shifts, and scheduling flexibility as needed.

Apply Today

Gene C. Rossi, Recruiter – ArcMorris

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