



Quality Assurance Specialist  
Job Description

<b>Job Title</b>	Quality Assurance (QA) Specialist	<b>Department</b>	Subsidized Programs
<b>FLSA Status</b>	<i>Non-Exempt</i>	<b>Reports To</b>	Quality Assurance Supervisor

**Scope**

The Quality Assurance Specialist is responsible for monitoring program compliance by conducting quality assurance reviews of clients files prior to enrollment or recertification periods, identifying issues, ensuring contract compliance, providing feedback to program managers and recommending process improvement and trainings.

**Primary Responsibilities**

1. Work cooperatively with staff in the preparation for regular program audits to ensure compliance with limited errors.
2. Maintain knowledge of the Title 5 Regulations and State Funding Terms and Conditions for all applicable programs. Keep up-to-date on timely subsidy program changes and related guidance.
3. Maintain client documents as needed to meet contract guidelines.
4. Regularly review client files and database according to program regulations and guidelines to satisfy program audits.
5. Maintain accurate records of file cases that are reviewed.
6. Review case files and coach staff so that all program requirements are met in accordance with corresponding program contract requirements.
7. Identify trends in case file errors and provide feedback to staff and managers.
8. Provide input to subsidy staff in order to address and resolve case file issues and complaints.
9. Work collaboratively with Subsidized Programs Manager/Supervisor to train staff on subsidy program policies and procedures to ensure quality improvement and compliance.
10. Maintain confidentiality of clients Personal Information as required by the contracts.
11. Participate in external meetings and conferences, such as the California Department of Social Services and California Alternative Payment Program Association.

**Other Responsibilities**

1. Represent the agency with professionalism in all interactions. This includes over the phone, in person, using electronic media, and written correspondence.
2. Provide excellent internal and external customer service by working cooperatively within the department, across the agency, and with clients and partners.
3. Support other functions within the department when needed.

**Experience, Knowledge, Skills and Abilities**

1. Four years of work experience in Quality Assurance systems such as training, compliance monitoring, data analysis, and quality assurance plan development.
2. Bachelor's degree in the field of Child Development, Social Work, Human Services, Family Studies, or related field preferred.

3. Prior knowledge of county, state and federal contract requirements for Alternative Payment and Child Care Subsidy Programs desired.
4. Excellent Reading, Writing, and Oral Communication.
5. Strong presentation skills. Ease speaking in front of small and large audiences desired.
6. Regular attendance and punctuality are essential.
7. Experience working with diverse populations in a culturally sensitive manner.
8. Must be able to work independently and as part of a team.
9. Excellent interpersonal skills, flexible and collaborative.
10. Well-organized, able to self-manage a diversity of responsibilities and meet deadlines.
11. Exceptional attention to detail and accuracy.
12. Must have strong analytical skills and problem-solving skills.
13. Proven ability to work independently, maintain confidentiality and discretion.
14. Computer Skills: Working knowledge of Microsoft Office (Word, Excel, Outlook, Teams) required.

### **Working Conditions**

1. Typical of an office environment.
2. Eligible for hybrid/telework schedule upon completion of introductory period.
3. Must have reliable transportation.
4. Flexibility to work occasional evenings and weekends.
5. Must comply with agency health and safety protocols, including vaccination policy.

### **Compensation and Benefits**

Salary Range is \$24.52 – 26.97/hour, depending on experience. Salary based on 35-hour workweek. Eligible for performance-based incentive. Competitive benefits package consisting of health, dental, vision, life insurance, 401k employer contribution, paid sick leave, paid time off (PTO), holidays, and a hybrid telework work option (after 90-day introductory probation.)

### **We are an Equal Opportunity Employer.**

#### Organizational Statement

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, duties or responsibilities not listed herein. Management reserves the sole right to modify this job description at any time. Nothing in this job description is intended to create a contract of employment of any type. Employment at Connections for Children is strictly on an at-will basis.