



POSITION TITLE: Quality Assurance/Quality Improvement FFA Support Specialist

PRIMARY SUPERVISOR: Director QA

DEPARTMENT: QA

SUPERVISES: N/A

STATUS: Non-Exempt

SALARY RANGE: Beginning salary will be commensurate with education and experience, and based on appropriate industry standards.

POSITION DESCRIPTION: This position will provide QA/QI duties for assigned department. The position requires an individual extremely motivated to succeed; excellent written and verbal communication skills; interacts with and works well with others in various fast changing, environments/situations; excellent listening skills; effective problem solving skills; able to prioritize, manage time and orchestrate multiple tasks simultaneously; able to effectively work independently with minimal direction or in a multidisciplinary team environment; proactively perform and anticipate department needs; able to maintain company and customer confidentiality; practices corporate and personal integrity on the highest level. Following agency, county, state, federal, and licensing policies and protocols, ensures that charts/records are complete, accurate, maintained according to practice guidelines, and audit ready. The position is able to, as needed, create the electronic chart at admission, monitor, organize, scan, upload documents, and process the closed chart within a specified time frame at discharge. Complete audits as assigned by supervisor.

This position requires a well-organized, detail-oriented individual with the ability to work in a fast-paced, high pressure, and changing environment. Must be able to maintain positive work relationships in a respectful and collaborative manner, while maintaining good communication to ensure others have necessary information.

REQUIREMENTS & QUALIFICATIONS:

Education and Experience:

- Bachelors Degree Required
- A combination of training and experience equivalent to 2 plus years that exhibits the knowledge, skills and abilities necessary to perform the essential duties of this position
- Proficiency in working in an Electronic Health Records System (EHRS)
- Experience in a Child Welfare organization or Foster Family Agency
- Flexible work from home; however, must also work in the office at supervisor's discretion. Willing to travel between department sites in N. Hollywood and Huntington Park
- Bilingual (Spanish/English) a plus
- Valid California driver's license and state required registration and insurance
- CPR & First Aid Certified
- Strong time management and organizational skills
- Self-directed, efficient and effective in problem solving and managing multiple demands and objectives
- Advanced computer skills, Microsoft Office, Word, Excel, Power point, Outlook



DUTIES & RESPONSIBILITIES:

All of the responsibilities listed below are considered essential functions of this position. Additionally, this position is expected to ensure adherence to the core operating values and the strategic direction of the agency.

1. Assemble and maintain electronic client records and charts
2. Analyze each paper documents to ensure accuracy and completeness based on established protocols and work with staff to assist in correcting any deficiencies, prior to shredding documentation
3. Create the electronic chart at admission, monitor, organize, file, scan, upload documents, and process the closed chart within a specified time frame at discharge (term audits)
4. Organize and maintain permanent file storage area
5. Utilizes the agency EHRS to open, change, and close client enrollments.
6. Provide EHRS training to new FFA Staff.
7. Prepares, organizes and audits terminated charts and tracks terminated charts to be sent to a secure storage facility.
8. Prepare and distribute reports based on practice guidelines,.
9. Perform quality audits on a weekly basis, recommend improvements and review returned audit tools for accuracy and completeness.
10. Communicate with staff at all levels in regards to county, state, federal, CCL, andHIPAA regulations
11. File paper documentation if needed
12. Sensitivity to working with culturally diverse populations
13. Ability to manage multiple, competing priorities successfully with guidance
14. Attend staff development and general staff meetings
15. Conduct all functions in accordance with Agency guidelines, policies and procedures
16. Comply with applicable professional licensing or certification requirements and ethics
17. Perform other duties and responsibilities as assigned
18. Arrange work schedule or required hours to the benefit of the program
19. Perform other duties necessary or in the best interest of the agency as assigned

Confidentiality and Privacy

Adheres to all legal parameters for ensuring and maintaining clients’ confidentiality including HIPAA, State and Federal laws.

Knowledge, Skills and Abilities

Analytical Ability	Teamwork	Problem solving	Organized
Proficient computer/software skills	Interpersonal Skills	Excellent oral & written communication	Detail Oriented
Business Acumen	Professional Demeanor	Strong Ethics & Judgement	Motivational skills



The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas.

The Village Family Services (The Village/TVFS) is an internationally accredited, leading bilingual family wellness organization that provides culturally sensitive, trauma-informed mental health, homeless and foster care services to thousands of Los Angeles County's most vulnerable and underserved children, youth, and their families. We specialize in helping LGBTQ and transition age youth who are in crisis and are recognized for our community response for ending youth homelessness.

To apply, please email resume along with cover letter to hr@thevillagefs.org with subject line QA/QI Specialist.