

THE BREATHING ASSOCIATION

POSITION TITLE: Quality Assurance Coordinator

RESPONSIBLE TO: Quality Assurance Manager

GENERAL DESCRIPTION: This position is responsible for assisting in all areas of quality assurance for Crisis, Queue, mailed in and dropped off applications. They provide daily monitoring, case reviews, excel spreadsheet monitoring for purposes of timeliness and accuracy of HEAP guidelines and mandates. Assists in providing direction and ongoing feedback to staff in compliance with all HEAP policies and new updates. The coordinator will keep abreast of internal spreadsheet with its myriad of categories that provide eligibility statuses for applicants. This position will cross reference sign in sheets with complete and incomplete excel sheets to ensure all applications are part of random selecting of quality assurance matrix and its corresponding percentages. This position will also monitor same processes at every outreach site.

DUTIES AND RESPONSIBILITIES:

Assists to monitor case files based on quality assurance matrix in OCA guidelines for Crisis applications for accuracy and successful audits:

Assists in monitoring crisis and Queue program application files in the following format:

Summer Crisis Program –

- 25% AC/Fan benefit with Director of HEAP & Social Services.
- 25% Electric bill benefit with Director of HEAP & Social Services.
- 50% Denied applications with Director of HEAP & Social Services.
- 100% Friends and Relatives with Director of HEAP & Social Services.

Winter Crisis Program-

- 30% Disconnect benefit with Director of HEAP & Social Services.
- 30% New service benefit with Director of HEAP & Social Services.
- 40% Disconnect notice or bulk fuel benefit with HEAP & Social Services.
- 100% Denied applications with HEAP Director of Social Services.

Queue, Mailed, In Dropped Off PIPP & HEAP:

Responsible for assisting in quality assurance for the PIPP & HEAP cases.

- 50% of HEAP & PIPP applications processed from the queue
- 10% of Households that fall below the threshold.
- 10% of Households above the threshold because of excluded income.
- 10% of Households above the threshold.
- 50% of Denied applications.
- 100% of Friends/Relatives

This position will provide to management a cross section of categories to review from each case manager therefore allowing for a balanced quality assurance evaluation.

They will provide assistance in monitoring outreach sites for timely scanning of documents.

They will be available to provide one on one coaching with HEAP Case Managers based on

identified weaknesses in staff person's job performance.
They will stay abreast of all current and future guidelines and policies demonstrated through their personal level of quality in their own work.
They will be a person of integrity who provides assistance to others without over sharing one individuals struggles with the team at large.
This position follows up case file corrections for completion in a timely and accurate manner.
Stays educated on all policies, standards, and software.
Provide end of season report to Manager on quality and quantity of each team member.
Provide updates to Manager on new staff members reviews and their progress to meeting standards of effective case management.
Assists new and existing staff with one of one coaching.
Provide assistance for resolutions for designated inquiries within mandate time period.
**Other duties as assigned.

Assists in Audit Preparation.

Engages staff on consistent basis in ensuring offices, and postings are up to date and in compliance.
Pulls and reviews all files for audits.
Reviews all staff HEAP manuals to ensure they are up to date.
Keeps a copy of record of all OCA waivers granted to TBA in each season.
Follows up on all levels of case activities until resolved and audits are complete.
Assists in ensuring all scanning is done on a daily basis and uploaded to OCEAN.

Completes HEAP/Agency Duties

Completes face to face HEAP interviews with customers as needed.
Follows all guidelines, procedures and policies staff follow under HEAP guidelines.
Prepares and turns in all reports in a prompt manner.
Adheres to all agency and department policy and rules.
Has read, understands, and supports the employee manual.
Exemplifies and models the spirit of excellence.
Remains in the top percentage of staff in quality and quantity,

Qualifications:

Bachelor's Degree in social services field and/or equivalent.
2 years' experience in Human Service setting.
2 years' experience in economic assistance.
Ability to relate and have empathy for diverse cultures experiencing economic hardships. Valid driver's license and reliable automobile with insurance coverage.

Skills

Advanced knowledge of personal computers, data entry programs, WORD, Excel, Internet, e-mail, and Access software.
Good analytical and creative problem-solving skills.
Knowledge of principles and practices of organization, planning, records management, research and general administration.

Ability to communicate effectively with staff and public.

TERMS OF EMPLOYMENT:

This is a Full-time non-exempt position with benefits as outlined in The Breathing Association's Personnel Policies.

My signature indicates that I have read and agree that I am capable and willing to adhere to all the mandates within this position description.

_____ **Date**_____

Amended 08/05/2015