



Jewish Family Services
of Washtenaw County

Job Posting

Position: Quality Assurance and Compliance Specialist
Department: Administrative
Reports to: Chief Operating Officer (COO)
Application Process: Email resume and cover letter to Elina Zilberberg at elina@jfsann Arbor.org. No phone calls, please.

Overview of Position

Utilizing a strategic consultative and educational approach, The Quality Assurance & Compliance Specialist is responsible for developing, implementing, coordinating, and monitoring procedures to ensure compliance with State and Federally funded human service programs as well as JFS quality standards for all its programs.

Requirements

- Ensures outcome measures are audited, completed and reported in accordance with agency requirements.
- Maintains and develops tracking and monitoring tools
- Detects and resolves any compliance issues to be able to deliver satisfactory outcomes.
- Implement and monitor routine and scheduled training program for all employees
- Conducts employee training as part of the JFS onboarding program.
- Ensures that the agency maintains an effective incident management program that results in corrective action measures with the goal of minimizing incidents that may occur.
- Works with management team on strategies to improve programs and services. that strive to increase and improve, community inclusion opportunities, streamlining their operations and reducing spending.
- Maintain, monitor, and create innovative activities and training opportunities for all staff in support of program leadership to ensure compliance with applicable accrediting standards and federal and state regulations.
- Implement processes for continual quality improvement and assist with training to implement standards to ensure ongoing compliance with various contract and grant requirements.
- Respond to external programmatic audit reports and prepare corrective action plans on behalf of the organization, CEO and leadership team.
- Lead, coach, and train in a client-centric and employee-centric consultative learning culture.

- Ensure and assist in maintaining high standards of conduct, professional performance, confidentiality and conformance to regulatory guidelines as well as industry standards and best practices.
- Maintain knowledge of program services, new grant awards and continual professional development to keep abreast of trends in the various program services.
- Conduct programmatic investigations of incidents/complaints/allegations regarding service recipients and provide findings and regular reporting to the CPO.
- Maintain and enhance the client data management system utilized by the agency and provide timely reporting. Create and maintain programmatic reports and dashboards to enhance evaluation of outcomes and program adherence to requirements.
- Responsible for maintaining the organizations policy and procedure library.

Employment Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree in social work, education or related non-profit field. A minimum of 3+ years' experience in systems related to activities in compliance, quality assurance and quality improvement in a human services agency.
- Must be highly motivated and a self-starter. Must be able to communicate with and relate to a diverse group of people including clients, community and other staff. Must have excellent organizational skills and the capability to work in a fast-paced environment.
- Extensive computer experience.
- Effective organization, verbal and written communication, and teamwork skills with an ability to manage and support quality improvement efforts.

Equal Employment Opportunity/Affirmative Action Employer

JFS is an equal opportunity employer and will recruit, hire, promote and transfer qualified persons into all job classifications regardless of race, gender, religion, skin color, national origin or ancestry, physical disability (including pregnancy) or mental disability, age, gender identity, sexual orientation, legally protected medical condition, family care status, marital status, veteran status, or genetic characteristics

The salary range, duties and responsibilities of this position meets the requirements of Section 13 (a) (1) of the Fair Labor Standards Act and therefore qualifies as an "exempt" position.