

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
HUMAN SERVICES QUALITY ASSURANCE
COORDINATOR

DEFINITION

Performs professional level work developing, implementing and monitoring the Department of Human Services (DHS) quality assurance (QA) program; provides leadership and technical assistance to staff in support of QA efforts.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Plans, implements and evaluates a broad range of quality improvement/assurance projects; ensures participation and compliance.

Organizes, develops and facilitates training for supervisors, staff and QA committee to educate and implement the principles/processes of quality assurance as an operating strategy.

Works with DHS training staff to access educational resources related to quality assurance/improvement efforts and the evaluation of the result/impact of training; attends related training/conferences to keep abreast of QA standards and activities.

Collaborates/works with staff on the principles of quality and the value of meeting/exceeding quality standards; compiles, reviews and analyzes performance measurement data/reports and provides reports in a timely professional manner.

Conducts/coordinates surveys/other data gathering methods and the review of individual client records (case readings) to assess/ensure compliance with internal policies, procedures and standards of care.

Coordinates/participates in the preparation for and response to Quality Service Reviews, federal Child and Family Service Reviews, and other reviews of system performance and quality, including the coordination of data collection and reports.

Assists managers, supervisors and teams in developing, implementing and tracking quality improvement indicators; provides indicator data to manager/quality assurance committee to analyze performance, recommend planned targets and monitor progress in accomplishing targets; uses DHS/other client information systems to provide management information.

Maintains ongoing interaction with the managers, supervisors and staff, and the Quality Assurance Committee to achieve compliance with established guidelines; leads discussions on the analysis of performance, identification of challenges, development of improvement strategies, and results achieved from implementation of performance improvement strategies.

Identifies/develops applicable resources, tools, training, and system capacity to improve performance; develop periodic reports on QA activities, progress, best practices, and areas needing improvement.

Make recommendations regarding opportunities for improvement; shares opportunities for improvement, lessons learned and best practices with managers, quality assurance committee, the office of quality assurance and DHS Quality Council.

Serves on and participants in the statewide DHS Quality Council and other QA committees as requested and works with others to ensure positive communications and to promote the importance of ongoing quality assurance efforts.

Maintains liaison with the DHS Office of Quality Assurance and assists in the development/distribution of data reports, collection of data, and other related activities; coordinates/submits reports to the DHS Office of Quality Assurance.

COMPETENCIES REQUIRED

Knowledge of quality assurance techniques, procedures/principles and evaluation methodologies.

Knowledge of the programs administered by the Department of Human Services.

Knowledge of statistics, survey design and data collection.

Ability to develop, monitor and assess performance goals, measures and targets, benchmarks, and program priorities.

Ability to analyze and see trends in various types of data and recommend follow-up steps in response to conclusions reached.

Ability to graphically represent data, trends, and conclusions.

Ability to use a personal computer and various types of word processing, spreadsheet, database, and presentation software.

Ability to research complex issues and draw inferences from the information collected.

Ability to work with diverse types of individuals and opinions to arrive at consensus to change and improve current practices and procedures.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy and cooperates with supervisors.

Fosters and facilitates cooperation, pride, trust and group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four-year college or university and experience equal to two years of full-time work experience in quality assurance, quality improvement, or total quality management;

OR

an equivalent combination of experience and education substituting one year of the required experience for each 30 semester hours or one year of the required education to a maximum of four years.

Effective Date: 10/13 CH