



POSITION ANNOUNCEMENT

Title: Quality Assurance Specialist

Job Location: 424 S. 2nd. Ave.
Okanogan, WA 98840

Okanogan County Community Action Council (OCCAC) is seeking an initiative-taking, confident Quality Assurance Specialist who has impeccable attention to detail. The ideal candidate will provide data and quality assurance support for the Support Services Department.

OCCAC is a local non-profit agency comprised of a volunteer board and paid staff members who help clients throughout Okanogan County with various social service needs. Okanogan County Community Action Council's mission is to lead a revolt on poverty through education, empowerment, and engagement.

Wages and Benefits: This position is paid at a starting range of \$17.34 - \$24.00 per hour DOE, with the salary range at \$17.34 - \$31.32, as a non-exempt employee. Wage is based on skills and experience. Full Time Employees are eligible for the agency benefits package which includes medical, dental, vision, Life/AD&D insurance, a simple IRA plan, Health Savings Account, 11 paid holidays per year, and vacation/sick leave.

How to Apply: Visit our website at www.occac.com to view the job opening. Click the "About Us" tab at the top of the page. Then select the "Employment" link.

Interested applicants must submit an OCCAC job application, cover letter & resume to: Okanogan County Community Action Council, Attn: HR, P.O. Box 1067, Okanogan, WA 98840, hr@occac.com.

Application Deadline: Open until filled.

Okanogan County Community Action Council is an equal opportunity employer.

Position title	Department	Reports to
Quality Assurance Specialist	Client Services	Support Services Manager
Employment status	FLSA status	Effective date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time. (30-40 hours per week)	<input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt	07/23/2024

Position Summary:

The Quality Assurance Specialist is comprehensive and crucial for maintaining the quality of data within the organization. This position will ensure timely, accurate, relevant, and complete reporting of data, coordinate testing of statistical data, data analysis, and consult on data improvement policy and procedures with department managers.

The role of the Quality Assurance Specialist is vital for ensuring the accuracy and consistency of client records. This role requires a blend of technical skills and attention to detail to manage and safeguard the integrity of data and relies on accurate client information for service delivery and decision making.

The Quality Assurance Specialist’s involvement in projects that focus on preventing duplicates and compromises in the agency’s case management system and HMIS (Homeless Management Information System) is a proactive approach to maintaining data quality.

This position is supervised by and accountable to the Support Services Manager.

Essential Duties and Responsibilities:

The essential functions include, but are not limited to the following:

Duties & Responsibilities:

- Assist in monitoring and coordination of audits to ensure compliance with data standards.
- Compare findings to benchmarks and/or targets set by OCCAC departments.
- Maintain the integrity of client records, ensuring data is accurate, complete, and up to date.
- Perform thorough analysis to identify potential duplicate records and changes in demographics, ensuring data quality.
- Utilize multiple databases to track and manage client information.
- Execute data merges and demographic updates in the case management system to maintain unique client records.
- Analyze data critically and identify discrepancies.
- Participate in projects aimed at preventing duplicates and enhancing data security within the case management system and HMIS.
- Collaborate with the program manager to identify training needs based on areas of concern in quality assurance reviews.
- Ensure data entry meets Medicaid requirements for Foundational Community Supports Supportive Housing.
- Develop systems to monitor service delivery from multiple sources; tracking, investigating and monitoring adverse events.
- Maintain a role on the QA committee.
- Perform other duties as assigned.

Minimum Qualifications (Knowledge, Skills, and Abilities)

Experience: Three to five years in related field.

Education: Highschool Diploma/GED.

Preferred knowledge:

- Experience providing support in program development.
- Highly systematic in approach to solving problems. Must understand a wide range of best practices and be able to apply them to resolve common issues effectively.
- Strong knowledge of databases, IT systems and technical software is required.

Skills:

- Strong communication and interpersonal skills.
- Excellent time management.
- Provide outstanding customer service.
- Basic clerical skills.
- Exceptional attention to detail is mandatory.
- Meticulous in their work and capable of producing error-free results.
- Possess the capability to work efficiently in fast-paced environments with shifting priorities. Flexibility and resilience are key.

Abilities:

- Excellent organizational skills with the ability to prioritize tasks and manage time efficiently.
- Ability to work collaboratively within a team setting as well as independently.
- Demonstrate initiative and the ability to work without constant supervision.
- Demonstrated ability to learn and master new technology quickly.
- Proven ability to investigate and resolve data issues with systematic approach. Experience in identifying patterns and providing effective solutions.
- Willingness & ability to travel on agency business.
- Valid Washington Auto Insurance coverage
- Valid Washington State driver's license with acceptable driving record

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions. While performing the duties of this job, the employee is constantly required to sit, talk, see, and hear. The employee is constantly required to stand, walk, or use hands to finger, handle, or feel objects, standard keyboards and office equipment or controls and reach with hands and arms.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee(s) will possess the skills,

aptitudes, and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at-will relationship.