

Job Title: Quality Assurance and Compliance Coordinator
Department: Strategic Initiatives
Reports To: Chief Operating Officer
Salary: \$37,469 – \$47,622

FUNDING NOTICE: The position will be reviewed by March 31st annually to determine funding availability in the new fiscal year beginning July 1st annually.

COVID-19 Notice: Proof of receipt of the COVID-19 vaccination required. Proof of immunization must include a copy of documentation indicating the vaccines received.

SUMMARY

The Hampton Roads Community Action Program serves more than 7,000 individuals or 10,000 households annually through its 23+ programs and services. The Quality Assurance and Compliance Coordinator will be responsible for auditing and monitoring all internal programs and services to identify and address any programmatic deficiencies monthly. The ideal candidate will be detail-oriented, organized, and able to generate reports from multiple client databases to analyze and report data deficiencies recorded/not recorded by agency staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- Monitors and manages data quality for compliance, completeness, accuracy, consistency, timeliness, and reliability.
- Reviews prepared monthly, quarterly, and annual reports to validate against reports from client management database.
- Assist with the development and updates of policies and procedures for new and existing programs.
- Coordinates and assists in training staff on internal file management standards.
- Conduct quality assurance reviews of program data and supporting documentation.
- Observe and monitor coaching/counseling sessions and home visits.
- Review and report incomplete and past-due tasks, plans, and case notes.
- Responsible for workflow training, and delivery of side-by-side coaching to staff to improve service delivery.
- Create and perform weekly, monthly, quarterly, and annual auditing and monitoring schedules.
- Audit internal and external funding report submissions to validate and support demographic and outcome data entered in empowOR.
- Monitor grant/contract agreements to reduce financial exposure for non-compliance.
- Performs administrative, analytical, and professional work as directed.
- Performs other related duties as required.

SKILLS REQUIRED include the following. Other skills within the scope of this position may be assigned.

- Helps establish performance measures and monitors outputs and outcomes.
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

SUPERVISORY RESPONSIBILITIES

As assigned by the COO.

SAFETY RESPONSIBILITIES

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP's Safety Policies, Rules and Regulations; trained for the jobs they will be performing; trained for the equipment they will be using; and understand the potential safety hazards in their work area.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

INFORMATION PRIVACY AND SECURITY

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

EDUCATION and/or EXPERIENCE

- Bachelor's degree in Social Services, Business Management, Human Services, Psychology, or closely related field and a minimum of three years of quality assurance and compliance experience.
- Experience with program eligibility determination.
- Expertise in MS Office-Excel, PowerPoint, and Word
- Must possess and maintain a valid Virginia driver's license
- Criminal record check, driving record and credit report required for employment
- Adept at networking, building relationships, and community engagement
- Ability to work across the organization to deliver solutions that meet internal and external objectives

CERTIFICATES, LICENSES, REGISTRATIONS

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



SEDENTARY

Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers, and files. Walking and standing are required only occasionally

WORK ENVIRONMENT

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



LIMITED

General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

WORK CONDITIONS

N/A

RECEIPT OF JOB DESCRIPTION

I have received, reviewed and understand this job description. I further understand that I am responsible for satisfactorily performing the essential duties described in the job description. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need an accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Print Name _____

Associate Signature _____

Date _____