



Job Description

**QUALITY ASSURANCE SPECIALIST – Chemical Dependency Clinic**

**Position Summary**

The Quality Assurance (QA) Specialist is responsible for the design and administration of a comprehensive system that continually monitors and evaluates Chemical Dependency Clinic service delivery processes that are either directly, or indirectly, related to delivery of care and services. Under the direction of the Chemical Dependency Clinic Director, the QA Specialist performs a variety of oversight activities and is responsible for: quality review and compliance in accordance with internal, county, state and federal regulations and performance contracts and private insurance contracts; the provision of high quality, cost-effective client care; the reduction of funding disallowances from funding sources due to improper charting and billing. PFCS is committed to services that are informed by data, minimize risk, and reflect best practice, effectiveness, and recipient satisfaction.

**Responsibilities:**

QA has a broad scope that includes but is not limited to the following:

- Coordinates with Chemical Dependency Clinic utilization review (UR)
- Assures audit readiness, in consultation with the Chemical Dependency Clinic Director
- Performs and records periodic reviews of a designated sampling of the clinic charts to assure day to day compliance with and fidelity to all Federal, State and Local mandates
- Submits monthly QA reports and statistics.
- Stays current with all NYS OASAS/DOH clinic regulations
- Reviews closed charts prior to filing to ensure that charts meets all of the above mandates
- Helps to develop program policies and procedures to assist program to meet federal, state, local government and other regulatory body requirements
- Assists Director with implementing the program Quality Improvement Work Plan

**General responsibilities:**

- Attends workshops, conferences and staff development training seminars on current practices as directed by the Executive Director or supervisor to acquire continuing education in the appropriate field; implements what has been learned;
- Maintains cooperative relationships with all referents and community resources
- Undertakes related duties as assigned;



## **Administrative Relationship**

The Quality Assurance Specialist reports directly to the Chemical Dependency Clinic Director for supervision and works collaboratively with the agency Compliance Officer and other staff as needed.

## **Qualifications**

A bachelor's degree and some experience working in the mental health field is required, a master's level human services professional is preferred. Must have knowledge of laws and regulations that govern the aforementioned duties. He/she must demonstrate positive leadership, effective communication skills, and the ability to work successfully with a wide range of people. It is expected that the Quality Assurance Specialist is able to perform his/her duties with minimal supervision and consistently use good judgment. Must have basic computer literacy and excellent verbal and written skills.

## **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; climb two step ladder, use hands to handle or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 10 pounds.

## **Job Description Acknowledgement Form:**

I have received, reviewed and fully understand the job description above for position of QA Specialist. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_

Supervisor Name \_\_\_\_\_ Date \_\_\_\_\_

Supervisor Signature \_\_\_\_\_