JOB DESCRIPTION

POSITION: Program QA Specialist
REPORTS TO: Mental Health Supervisor
DEPARTMENT: Family Support Services and School Based/School Linked Health Services (SBSL)
TIME / STATUS: 1.0 FTE, Regular, Exempt
BENEFITS: Full
UNION: No

POSITION SUMMARY
Under the direct supervision of the Mental Health Supervisor, the Program Quality Assurance Specialist provides hands-on coordination, services, and administrative support in all quality assurance activities of the mental/behavioral health programs of Tiburcio Vasquez Health Center, Inc. (TVHC). Specifically, the incumbent will provide routine audits of clinical client records, tabulation and reporting of audit results to individual programs, all in an effort to ensure the programs meet strict documentation and billing standards. This position is also responsible for establishing and maintaining an on-going client case load, clinical records training documentation, and to provide training, feedback to clinicians, program supervisors and directors to improve clinical client record keeping practice. This position will play a crucial role in helping to building a pipeline of other resources for supervision of quality assurance, clinical paperwork and clinical consultation.

DUTIES AND RESPONSIBILITIES

1. Conduct analysis of record keeping systems in adherence to State and County clinical records keeping practices and quality assurance and billing standards; make recommendations based on results for the purpose of improving and streamlining all processes

2. Establish and maintain systems to monitor clinical records (including paper and electronic records) in accordance to HIPAA confidentiality and privacy regulations.

3. Work in close collaboration with licensed clinical supervisor(s) and other management staff to monitor quality of records for compliance with legal, ethical and professional standards. Develop thorough understanding of treatment plans, legal reporting requirements, and client rights to inform the clinical record review and audit processes. Provide reporting and make suggestions regarding potential discrepancies or areas of concern in treatment to clinical supervisor(s), management, and program director(s).

4. Collect/track data and compose, prepare and produce routine and non-routine reports including audit reporting results. Communicate status of documentation and related billing goals to clinical, supervisory, and support staff by way of written reports, ticklers, one-on-one meetings and group presentation(s).

5. Establish guidelines to develop staff recordkeeping practices, based on issues/areas identified in chart reviews for individuals and groups. Develop forms and other resources to assist clinical and supervisory staff in the maintenance of adequate documentation, meeting all legal, and State, County program requirements. Organize and establish systems for the standardization of clinical
documentation, including developing list of phrases more acceptable for charting standards for billing purposes.

6. Develop training manuals/materials based on contractual benchmarks and program requirements for EPSDT and other funding sources. Position is also expected to conduct in service trainings for program staff.

7. Orient new staff to contractual benchmarks and program requirements, also to include systems of documentation and charting. Follow up with new and existing staff, meeting one-on-one as needed and directed by Mental Health Supervisor to ensure full compliance with clinical documentation and other requirements.

8. Perform clerical and administrative support functions as needed to meet program quality requirements including (but not limited to) developing/maintaining forms, training materials/guidelines, quality assurance documenting, data entry/word processing, spreadsheets, research, and related clerical tasks.

9. Participate and attend various internal and/or external meetings/trainings as needed and assigned.

10. Facilitate and coordinate CQRT functions with clinical supervisor(s). Review charts for CQRT. Participate in and facilitate CQRT and peer reviews.

11. Meet/confer with internal Finance and Accounting staff as well as management and supervisory staff to plan/develop goals and strategies related to the fulfillment of programmatic/contractual needs.

12. Review and oversee clinical paperwork for registered intern and licensed staff. Provide feedback to clinical supervisor/Director regarding employee performance on clinical paperwork. Provide backup clinical consultation and/or supervision as needed and directed by Mental Health Supervisor.

13. Maintains a regular caseload of approximately 50% standard billable hours which may include higher acuity cases and may vary based on program needs.

14. Perform all duties and service in full compliance with TVHC’s Service Excellence Standards.

15. Other duties as assigned.

QUALIFICATIONS

1. Desire to work with an ethnically diverse infant (0-5) and adolescent populations and their families.
2. Knowledge of infant (0-5) and adolescent mental health issues and prior experience working in non-profit culturally sensitive, adolescent and family environment highly preferred.
3. Thorough understanding of HIPAA confidentiality and privacy regulations and demonstrated ability to implement these in a work environment.
4. Knowledge and/or experience with, or ability to learn and implement, legal, State, and county requirements for clinical records keeping practices, quality assurance and standards of billing for EPSDT, VOC and other related programs.
5. Ability to work collaboratively with clinical supervisor, Directors and other members of management team. Ability to work effectively as a team member.
6. Demonstrated flexibility in regards to job duties and assignments with matched ability to multi-task.
7. Possess a valid CA Driver’s License, auto insurance and accept travel assignments on the job as directed by the program.
EDUCATION AND EXPERIENCE

1. Master’s degree in Social Work, Psychology, Counseling or related field required.
2. California licensed or license eligible (LMFT, LCSW, Psychologist) required.
3. Minimum 2 years experience in administrative capacity required; familiarity with medical or clinical records keeping preferred.
4. Prior experience and/or working knowledge of EPSDT funded programs highly preferred.

APPROVED

____________________________________  __________________
Chief Executive Officer  Date

____________________________________  __________________
Board of Directors  Date

I have read the above job description and agree to perform the responsibilities as described above. I understand that this job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities required of personnel as classified.

________________________________________  __________________
Employee Signature  Date

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Print Name