

# Quality Assurance Specialist

Family Paths, Inc.

Family Paths is a non-profit agency that has provided mental health and family support services to strengthen families and prevent child abuse since 1972. Family Paths offers a fun and supportive team environment, a commitment to training, opportunities for growth, and an excellent benefits package. We are an agency that is actively engaged in multicultural organizational development and respects and values the diversity of the communities we serve and the staff who work here. Family Paths serves all of Alameda County with offices in Oakland and Hayward.

## **Position Description:**

This Quality Assurance Specialist provides clinical documentation training, monitoring and support to direct service staff/interns, including the use of Family Paths' Electronic Health Record system. The position works under the direction of the Program Manager to gain and maintain a clear understanding of the policies and procedures regarding documentation standards for various funding streams. The QAS communicates with the Program Managers and direct service staff to implement best practices regarding chart documentation and contract compliance. The QAS is responsible for communicating collaboratively, respectfully and effectively with colleagues from diverse backgrounds. The QAS will also hold a small caseload of psychotherapy clients.

This position requires the demonstration and commitment to the agency's mission, vision, and values, including a strong commitment to issues of social justice and culturally and linguistically responsive practices.

## **ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Works with the Program Manager to develop a strategy for continuous improvement of services delivery and operations, to include development and monitoring of performance methods and measures.
- Collaborates and/or consults with the Manager and respective staffs, as requested, to develop and/or implement new and updated policy and procedural.
- Regularly reviews client files and operating processes for compliance with state, county and agency standards. Reviews charts and progress notes
- Provides clinical documentation, electronic health record, and billing training and support for all direct service staff/interns within the program.
- Researches and stays up-to-date on documentation standards and billing requirements for various funding streams (including CalWORKs and California Victims of Crime), and able to communicate clearly and supportively to staff/interns in training.
- Assesses staff development efforts, evaluates effectiveness, and recommends improvement initiatives.
- Provides direct clinical services to clients (parents and/or children/families).

## **OTHER JOB FUNCTIONS:**

- Attends all department and other mandatory meetings and designated training events sponsored or required by Family Paths.

- Maintains an appropriate caseload and meets program billing goals as determined by program manager.
- Maintains client files in an appropriate and timely manner.
- Prepares all files for periodic quality review.
- Documents billable services according to funding guidelines.
- May provide clinical supervision as needed and qualified.
- Performs other duties and assignments as required.

**SUPERVISORY RESPONSIBILITIES:**

- This job has no supervisory responsibilities.

**REQUIREMENTS, QUALIFICATIONS, SKILLS & ABILITIES:**

- MA/MS degree in mental health field required from an accredited graduate school.
- Licensed MFT, LCSW or Ph.D. in California, or Licensed eligible.
- Minimum 4 years' experience providing mental health services with culturally diverse, low-income populations.
- Computer skills required: Microsoft Office Suite; Electronic Health Records system

**Other skills required:**

- High level of attention to detail, organizational skills, flexibility, consistency and accountability.
- Experience with Medi-Cal billing requirements and documentation standards helpful and ability to adapt documentation standards that meet various contract/funding requirements.
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- Ability to train and support individuals with different learning styles.
- Ability to adhere to strict deadlines and deliverables.
- Ability to communicate effectively and respectfully (both verbally and in writing) to colleagues from diverse backgrounds.
- Ability to exercise good judgment and work independently on a day-to-day basis legally and ethically and to consult with supervisor when appropriate.
- Language skills that include the ability to read, analyze and interpret compliance and regulation guidelines and legal documents.
- Ability to address differences and conflicts, including those that are culturally based, in a proactive manner.
- Must have working knowledge of all laws pertaining to mental health in general and child abuse in particular.
- Must demonstrate acceptable level of maturity, good judgment, and the ability to maintain a high level of discretion and confidentiality.
- Displays a professional demeanor and "can do" attitude to represent the organization in a positive manner at all times.
- Has outstanding interpersonal skills, works effectively in a team, and works effectively and maintains composure in a stressful or deadline-driven environment.

- Is adaptable and a proactive problem solver able and has a willingness to do what it takes to contribute to their own success and the success of the agency.

**Physical Requirements:**

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:

- Occasionally required to stand.
- Occasionally required to walk.
- Frequently required to sit.
- Frequently required to utilize hand and finger dexterity.
- Occasionally required to climb, balance, bend, stoop, kneel or crawl.
- Frequently required to talk or hear.
- While performing the duties of this job, the noise level in the work environment is usually moderate.
- The employee must occasionally lift and/or move up to 25 pounds
- Specific vision abilities required by this job include: close vision; (on a computer or reading documents).

**COMPENSATION:** \$53,784-\$59,424 annually. Pay rate is commensurate with education and experience and competitive in the non-profit environment.

**POSITION START DATE:** August 19, 2019

**LOCATION:** Oakland

**EMPLOYEE STATUS:** Full Time

**WEEKLY HOURS:** 37.50 (*Full Time positions are based on a 37.50 work week*)

**BENEFITS INCLUDE:**

- Group Kaiser and Dental Benefits
- Flexible Spending Accounts
- PTO plan starting at 4 weeks (progressive to 6 weeks at 5 years)
- 9 paid Holidays, 2 Float Holidays
- 5 days of paid Educational Leave + professional development allowance
- 401K Retirement Plan, Commuter Benefits Plan, 529 Education Savings Plan, Long Term Disability Insurance, Voluntary Long-Term Care Insurance, Voluntary Aflac Benefits
- Access to free internal clinical trainings and free CEUs
- Professional development opportunities – including mentorship to perform clinical supervision when qualified

**TO APPLY:** Send your resume and **cover letter** to Nancy Morosohk. **Resumes without cover letters will not be reviewed.**

Email: [nmorosohk@familypaths.org](mailto:nmorosohk@familypaths.org)

Website: [www.familypaths.org](http://www.familypaths.org)