

QUALITY ASSURANCE/QUALITY IMPROVEMENT SPECIALIST

RESPONSIBLE TO: Assistant Executive Director QA/QI and Compliance

FUNCTION: The primary function for the position is to coordinate and implement all aspects of TRC's Incident Management program. This will include conducting thorough and comprehensive investigations within the agency that may impact the overall health and welfare of the agency's vulnerable individuals or impact the agency's level of risk. The position will also be responsible for maintaining knowledge of incident management and/or protective oversight regulations with the primary agency divisions to include OPWDD, OMH and DOH.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Excellent organizational skills with systemic orientation. Ability to communicate effectively with individuals at all levels within and outside the organization. Flexibility to adapt to fast-paced and varied work assignments. Demonstrated ability to work with others in a team-oriented environment. Excellent verbal and written communication skills. Knowledge of agency programs. Ability to develop curriculum and provide training to a diverse workforce. Computer skills including Word, Excel and Power Point. Supervisory and/or "people" skills helpful, including but not limited to: facilitation, mediation, listening, dialogue and inquiry. Physical condition or reasonable accommodation(s) commensurate with the demands of the job.

MINIMUM QUALIFICATIONS: QIDP: Bachelors degree from an accredited program in a human services field (including but not limited to: sociology, special education, rehabilitation counseling, and psychology, as well as, any related academic disciplines associated with the study of human behavior, human skill development, humans and their cultural behavior, or any other study of services related to basic human care needs or the human condition, or who hold permanent certification from the New York State Education Department in the field of education) plus a minimum of two (2) years experience working with vulnerable populations. Valid driver's license and vehicle available for work or equivalent accommodations required.

GENERALIST: High school diploma and at least seven (7) years experience working with persons with MR/DD, a minimum of three (3) of which must be at a responsible level - for example, Residence Manager, Assistant Residence Manager, Service Coordinator, Treatment Coordinator, LPN, etc. College education may be substituted for experience, considering 30 credit hours as equivalent to one year experience. Valid driver's license and vehicle available for work or equivalent accommodations required.

IDENTIFIED KEY COMPETENCIES: The required leadership competencies as identified using Lominger Career Architect include, but are not limited to: Time Management, Customer Focus, Written Communications, Listening, Approachability, Self Development, Integrity and Trust, Dealing with Ambiguity, Problem Solving, Priority Setting, Action Oriented, Ethics and Values

DUTIES: 1. Monitor and understand the regulations that provide oversight and guidance to the incident management process; thorough knowledge of the OPWDD, OMH and DOH regulations pertinent to incident management. 2. Support departments in identifying, classifying and reporting incidents to internal and external departments to include confirmation of protective actions needed to reduce potential for recurrence. 3. Conduct thorough investigations, verify notifications, reach conclusions based on documented factual findings and, as appropriate, make recommendations for broad-based corrective actions. 4. Understand incident related electronic records/databases to include current systems of Therap, IRMA, NIMRS and WISCR to identify and respond to outstanding or unresolved concerns and to implement all actions need to close an incident/investigation. 5. Verify all notifications and documented components of reporting requirements per regulations are completed in a timely and professional manner. 6. Serve as Agency Liaison facilitating communication and collaboration with regulatory and community agencies; i.e., Justice Center, OPWDD IMU, law enforcement, social services, etc. for incident management. 7. Assist in the development of supervisory and staff training in Incident Management to include but not limited to, incident reporting, protective actions, investigation process, conducting interviews, use of electronic systems – internal and external. 8. Assist in tracking, trending and responding to actions pertinent to the investigations and closure of the investigation to include but not limited to timely response to corrective action plans (CAPS), recommendations, letters of determination and requested redactions. 9. Assist in the collection, compilation, and analysis of data to identify non-compliance, trends, and opportunities for improvement. 10. Identify need for policy changes and assist in the revision of Agency Policies and Procedures to comply with changes in regulations, enhance cross-functional alignment and/or improved practices. 11. Attend and/or maintain certification of investigator skills. 12. Perform other related duties as assigned.

OTHER DUTIES: Performs other related duties and participates in projects as assigned. 1.19.22
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