

<b>Embrace Life Services</b>
<b>Quality of Care Specialist</b>
<b>Job Objective:</b>
As a Quality-of-Care Specialist, you will play a pivotal role in ensuring the highest standards of care and support for individuals with developmental disabilities across all our service settings. You will be responsible for overseeing the implementation of quality assurance measures, conducting assessments, providing staff training, and fostering a culture of continuous improvement within the organization.
<b>Terms of Employment:</b>
Embrace Life Services employment opportunities are offered at an “At-Will” Agreement. At-Will is defined as a mutual consent of the employee and Embrace Life Services. While Embrace Life Services has every hope that the employment relationship will be mutually beneficial and rewarding, employees and Embrace Life Services (or its successor) each retain the right to terminate the employment relationship at will, at any time, with or without cause.
<b>General Qualifications:</b>
<p>These qualifications are to ensure that the applicants possess the necessary skills, knowledge and experience to effectively perform the responsibilities of the role. Qualifications help in identifying suitable candidates who can contribute to the organization’s missions and meet the unique needs of the position. The qualifications for the Quality-of-care specialist are as follows:</p> <ul style="list-style-type: none"> <li>• Bachelor’s degree in a related field such as social work, psychology, nursing, or human services.</li> <li>• Minimum of 3 years’ experience working with individuals with developmental disabilities.</li> <li>• Strong knowledge of regulatory requirements and best practices related to developmental disabilities.</li> <li>• Excellent communication, interpersonal, and leadership skills.</li> <li>• Ability to work collaboratively in a team environment and build positive relationships.</li> <li>• Detail-oriented with strong analytical and problem-solving abilities.</li> <li>• Proficient in google suites and ability to learn internal systems.</li> </ul>
<b>Environment/Working Conditions:</b>
This role primarily operates in an office environment, with regular travel required to visit group homes, day programs, and other service locations throughout Maricopa County and other areas as needed. While in the office, the Quality of Care Specialist will have access to standard office equipment such as computers, phones, and printers to facilitate documentation, communication and administrative tasks.
<b>Key Responsibilities:</b>
<p><b>Quality Assurance Oversight:</b></p> <ul style="list-style-type: none"> <li>• Develop, implement, and maintain quality assurance protocols and standards to ensure compliance with regulatory requirements and industry best practices.</li> <li>• Conduct regular audits and reviews of services delivery process, documentation, and client outcomes to identify areas for improvement.</li> <li>• Collaborate with management and staff to address deficiencies and assist in implementing corrective actions.</li> </ul> <p><b>Assessment and Monitoring:</b></p> <ul style="list-style-type: none"> <li>• Perform comprehensive assessments of clients’ needs, and goals to develop individualized care plans.</li> <li>• Monitor and evaluate the effectiveness of care plans through ongoing assessments.</li> </ul>

- Identify emerging trends or issues in client care and proactively develop strategies to address them.

**Staff Training and Development**

- Assist in the development of training programs for direct support staff.
- Provide ongoing coaching and support to staff members to enhance their skills and competencies in delivering quality care.

**Compliance and Documentation**

- Ensure compliance with all relevant regulatory standards, accreditation requirements, and agency policies.
- Maintain accurate and up-to-date documentation of client’s assessments, care plans, progress notes, and incident reports.

**Program Visit**

- Conduct regular visits to group homes, day programs, and other service locations to observe service delivery, interact with clients and staff, and assess adherence to quality standards.
- Provide on-site support and guidance to staff members, addressing any concerns or issues related to client care or program operations.
- Collaborate with program managers and staff to implement quality improvement initiatives and ensure consistency in service delivery across all locations. and ensure consistency in service delivery across all locations and ensure consistency in service delivery across all locations.

**Acknowledgement:**

By applying for this position, you acknowledge that you have read and understood the information provided in this job description. You also understand the responsibilities, qualifications outlined in this document may be subject to change at the discretion of the organization. Furthermore, you certify the information you provided during the application process is true and accurate to the best of your knowledge

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

