



Job Description

Job Title: Quality Management Specialist, NHTD/TBI, Grade 8
Reports to: RRDC Manager
FLSA Status/Schedule: Exempt; 37.5 hours per week
Location: Syracuse with expected travel throughout the areas which the programs operate

ARISE's mission is to work with people of all abilities to create a fair and just community in which everyone can fully participate.

Educational Qualifications (candidates must meet at least one of the criteria listed below):

- Possess a Bachelor's degree in health or human services or a related field and two years of combined satisfactory professional experience in working with individuals with disabilities and/or seniors

OR

- Be a Registered Professional Nurse and have one year of combined satisfactory professional experience working with individuals with disabilities and/or seniors, including in a managerial capacity

OR

- Possess an Associate degree and five years of combined satisfactory experience working with individuals with disabilities and/or seniors, including in a managerial capacity

Qualifications and Essential Skills:

- Proficient computer skills, especially with Microsoft Suite; demonstrated ability to learn new computer systems and software
- Excellent interpersonal skills both in person as well as on the phone
- Demonstrated professional verbal and written communication skills; ability to gather important information from individuals and share/capture in a variety of methods; excellent ability to present information to a variety of audiences
- Strong organizational skills with physical and electronic records and data
- Working knowledge of: community-based resources and services, operation of 1915 (c) waivers, issues concerning individuals with disabilities and seniors, and benefits provided by Medicaid, Medicare and/or other third party payers
- Clean Driver License and inspected, insured, reliable transportation
- Experience in person centered planning and team building
- Ability to review and analyze records, reports and surveys in order to determine trends
- Proven ability to assist program development

Essential Functions:

Incident Reporting:

- Oversee the Serious Reportable Incident process, assuring compliance and the timely completion and submission of all required documentation associated with investigatory process both internally with the RRDC and with the waiver providers across an 8-county region
- Track all pertinent information pertaining to SRIs for analysis to identify any regional trends and emerging issues

Quality Monitoring:

- Perform internal DOH RRDC file reviews of a sample of participant records quarterly and confirm adherence to proper authorization procedures and satisfaction of waiver requirements
- Perform waiver provider service audits across an 8-county region with 40 plus providers
- Perform trend analysis identifying problematic areas across an 8-county region, and develop activities/trainings that will support positive outcomes
- Develop, implement, and ensure completion of plan(s) of corrective actions
- Ensure waiver participants complete annual participant satisfaction surveys using the DOH designated form to assess participant satisfaction with NHTD/TBI waivers and to monitor quality assurance activities
- Track and oversee the housing portal for those waiver participants receiving the housing subsidy for NHTD/TBI

Review of Services Plans:

- Assist RRDS in reviewing Service Plans upon request to ensure information is accurate and meets the health and welfare needs of the participant

Develop and Submit Reports to DOH:

- Review quarterly and annual SRI reports from the waiver providers
- Submit a monthly numbers report for the NHTD/TBI to DOH waiver staff
- Submit quarterly SRI reports for NHTD/TBI to DOH waiver staff
- Submit quarterly complaint reports for NHTD/TBI to DOH waiver staff
- Make recommendations to the Lead RRDS/DOH based on experience for improvements to NHTD/TBI waiver policies and procedures

Professionalism:

- Uphold the codes of conduct and ethics as well as all ARISE policies and procedures
- Exercise sound judgment as a matter of course and hold protected health information and other sensitive information in the strictest of confidence in accordance with ARISE and HIPAA policies
- Represent ARISE professionally by demonstrating the highest ethical standards
- Other duties as assigned

Benefits:

- Generous paid time off includes:
 - 12 holidays
 - 20 Earned Time Off days in years 1 & 2; increases to 25 ETO days after 2 years
- Participation in the 401(k) plan can start as soon as the first of the calendar quarter following date of hire; employer match after one year includes 100% vesting immediately
- Very affordable, comprehensive group medical insurance coverage, as well as dental and vision coverage
- Flexible spending arrangement (medical / dependent care)
- Free life insurance and long term disability coverage
- Free / Confidential Employee Assistance Program
- Option to enroll in voluntary benefit plans at annual open enrollment