



## JOB DESCRIPTION: Quality Improvement Assistant

Job Title:	Quality Improvement Assistant	
Department:	Quality	
Reporting to:	Chief Quality & Compliance Officer	
Department Head:	Chief Quality & Compliance Officer	
Level: <u>Individual Contributor</u>	Type of position: <u>Full Time</u>	FLSA Status: <u>Exempt</u>
<b>Position Summary</b>		
<ul style="list-style-type: none"> <li>▪ Provide support to the Chief Quality &amp; Compliance Officer</li> </ul>		
<b>Key Responsibilities</b>		
<ul style="list-style-type: none"> <li>▪ Provides support in data entry and follows up/tracks using several software applications such as Excel, Word, Survey Monkey, Microsoft SharePoint, etc.</li> <li>▪ Completes tasks and data entry projects as regularly scheduled or assigned</li> <li>▪ Assists with weekly and monthly requirements; provides necessary information to the Chief Quality and Compliance Officer.</li> <li>▪ Ensure database system/agency caseload accurately reflects the total youths enrolled on a daily basis.</li> <li>▪ Assists the (QI) Manager in entering data, generating reports and any other tasks assigned.</li> <li>▪ Provides administrative support to the Care Management Team</li> <li>▪ Works with the Digital Data Recording System (DDRS)</li> <li>▪ Monitors the quality of care being provided to youth/family through a variety of forums</li> <li>▪ Assists with analyzing critical data that tracks, monitors and assesses quality and quantitative service delivery.</li> <li>▪ Design and prepare reports for Care Management; plan, track and share information with the staff.</li> <li>▪ Assists in the preparation and analysis of reports and assists in providing recommendations and creative strategies for the improvement and enhancement of policies and operations.</li> <li>▪ Monitors risk for the agency as it relates to compliance: HIPAA regulations, releases, and incident reporting system.</li> <li>▪ Collaborate with State-wide peers, as necessary.</li> <li>▪ Helps to guide agency technology platform as it relates to streamlining various processes and care management duties.</li> </ul>		
<b>Knowledge</b>		
<ul style="list-style-type: none"> <li>▪ NJ System of Care</li> <li>▪ Organizational development theories and practices</li> <li>▪ Learning theories and practices</li> <li>▪ Organizational culture</li> <li>▪ Change management</li> <li>▪ Technology platforms</li> <li>▪ Analytics tools</li> </ul>		
<b>Skills</b>		

<ul style="list-style-type: none"> <li>▪ Use of Agency technology tools - CYBER, MS Office365, Outlook, Microsoft Word and Excel applications, (DDRS), and other collaborative tools</li> <li>▪ Communication (verbal and written)</li> <li>▪ Mathematical Skills</li> <li>▪ Reasoning Ability</li> <li>▪ Ability to influence</li> <li>▪ Problem solving</li> <li>▪ Active Listening</li> </ul>	
<b>Competencies</b>	
<b>Strategic Thinking</b>	Understand our business in the overall “market place” and the organization’s strategic choices; think in future-oriented terms; create long-term and short-term plans to execute the strategies and prepare for the unexpected.
<b>Engagement</b>	Establish common agenda with agency employees based on shared concerns; motivate and mobilize others to build momentum to get things done; invest in time and energy to form coalition; form collaboration and drive results through influence.
<b>Change Agent</b>	Take initiative to improve existing work conditions and processes; identify new opportunities to challenge the status quo in support of the Wraparound values and principles; become a facilitator of change; help others adapt to new business conditions.
<b>Communication</b>	Clearly convey information and ideas to others through a variety of media and formats, tailor the methods and language to the audience to facilitate understanding and retention of the messages; personalize the exchange of information to develop buy-in and commitment in others.
<b>Agency Focus</b>	Make the agency a primary focus of actions; strive to meet or exceed expectations; develop and sustain productive relationships.
<b>Impact and Influence</b>	Use appropriate interpersonal style and communication techniques to inspire others to accept new ideas and plans; shaping other people’s opinions or point of view; modify others’ behavior by altering their beliefs.
<b>Driving Results</b>	Produce outputs that consistently meet standards and expectations; focus on priorities; reprioritize per changing business needs; drive excellence in execution of Wraparound; deliver results through teamwork.
<b>Professional Skills/Expertise</b>	Stay up-to-date in own profession; apply latest knowledge and best practices to the job in order to enhance performance of the entire organization; share new learning with team members; innovate and create processes and practices that fit the culture and business needs of the organization.
<b>Personal Qualities</b>	
<ul style="list-style-type: none"> <li>▪ Flexible and adaptable</li> <li>▪ Ability to work in a team as well as independently</li> <li>▪ Work well under time constraints</li> <li>▪ Excellent interpersonal skills with the ability to work with co-workers, system providers and partners, families and the public</li> <li>▪ Self-Awareness</li> </ul>	
<b>Qualifications: Education and Experience</b>	
<ul style="list-style-type: none"> <li>▪ Bachelor’s degree (B.A.) from four year college or university; or one to two years related experience and/or training; or equivalent combination of education experience</li> </ul>	
<b>Other Qualifications (certification, licensure, etc.)</b>	
<ul style="list-style-type: none"> <li>▪ Ability to assist in designing work flows and procedures</li> <li>▪ Completes projects on time and manages activities</li> <li>▪ Demonstrates knowledge of population served and organization’s strategic goals.</li> <li>▪ Ability to assist in the development of strategies to achieve organization’s goals; Assist in identifying strategies to changing conditions.</li> <li>▪ Ability to arrive at meetings on time.</li> <li>▪ A valid US driver’s license is required.</li> <li>▪ Pre-employment background check and regular motor vehicle record check are required.</li> </ul>	
<b>Work Environment</b>	

<ul style="list-style-type: none"> <li>▪ While performing the duties of this job, staff are required to walk, sit, type, and make phone calls</li> <li>▪ Occasional light lifting may be required</li> </ul>			
Approved By:	Deborah Megaro	Last Update:	7/31/2022

\*Note: Job duties described herein are not all inclusive. Job description may be changed at any time.

**ACKNOWLEDGMENT:**

I have read and acknowledge receipt of this job description and agree to perform the responsibilities as described above. I understand this job description is intended to describe the general nature and level of work performed by persons assigned to this classification. It is not intended to be an exhaustive list of responsibilities, duties, and skills required of employees who hold this position. I further acknowledge my understanding that reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. It is the employee's responsibility to inform his/her manager or human resources of the need for a reasonable accommodation.

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Employee (Print)

\_\_\_\_\_  
Supervisor (Print)

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Employee Signature

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date