



## Quality Monitor

### Diversity Division

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**ACCOUNTABILITIES:** To assist in Quality Assurance processes including monitoring compliance with state regulations, the use of best practice standards, professional judgment, achievement of client outcomes and satisfaction with agency services.

**ESSENTIAL DUTIES:**

Reviews samples of cases to assess agency compliance with state regulations, best practice standards, professional judgment, achievement of client outcomes and satisfaction with agency services. Enters data and compiles reports of department/unit performance. Meets with direct services supervisors and managers to discuss case reading findings. Develops and revises case reading tools and user's guide as needed.

Performs other data collection and research activities as requested, including surveys, research projects, child fatality reviews, and prepares reports as needed by the agency.

Meets with staff and managers to facilitate communication and disseminate information related to policies, procedures, regulations, best practice and obtaining quality outcomes for children and families.

Assists in facilitation of PIP committees and monitoring of progress of agency PIP plans and outcome achievements. Assists with preparation of CPOE entry/exit conferences.

Assists Contract unit with development and processing of contracts as assigned. Ensures receipt of required documentation for contract approval and certification. Processes related invoices. Communicates with direct services staff and contracted providers to facilitate contract development and billing processes. Drafts contract amendments when needed.

Conducts CANS assessments and related follow up for youth entering QRTP facilities, as assigned.

**NON-ESSENTIAL DUTIES:** Performs other duties as assigned by supervisor.

**SCOPE OF POSITION:** Reports to: Quality Assurance Supervisor

**MINIMUM QUALIFICATIONS:** Bachelor's degree in Social Work or related field plus 2 years' experience in Child Welfare required. Master's degree in social work or related field (course work in evaluation and research preferred) plus 2 years' experience in Child Welfare preferred. Experience and/or training in research or quality assurance preferred. Must possess strong oral and written communication skills and be able to work effectively in a collaborative environment. Ability to interpret statistical data, accurately summarize detailed case information and produce reports required. Knowledge of casework process, best practice standards and professional judgment required. Knowledge of agency policies and procedures, appropriate state/federal requirements preferred. Knowledge of the following helpful: governmental structure, public/human relations, labor/management relations, home based services, traditional and non-traditional services, mental health services delivery system, local and state child welfare laws and initiatives, and community resources. Demonstrated ability to model effective interactions and communication skills in cross-cultural situations required. Must possess the ability to utilize computer technology to access information and produce reports.