

Title: **QUALITY ASSURANCE/ TRAINER**
Reports to: Training Coordinator and Quality Assurance Coordinator
Program: Disability Services
Location: North King, Snohomish & Skagit Counties
Date: March 2017

GENERAL FUNCTION:

This position is responsible for performing duties of both QA and Trainer functions in an assigned region (Snohomish, Skagit and N King).

The QA- related responsibilities include conducting internal audits of all sites, client financial records, personnel files, medications, health and safety documentation, and all WAC, DDA and Program requirements, assuring agency compliance in all areas.

The Training responsibilities include providing trainings for direct care staff supporting developmentally disabled adults, including CPR/First Aid, Blood Borne Pathogens, Positive Behavior Support, and others as defined by DDA and WAC policies.

PRINCIPLE ACTIVITIES:**A. QUALITY ASSURANCE:**

- Maintains database to track QA standards and compliance
- Assists in scheduling QA reviews for all program sites throughout the year
- Assists with audits of each program site a minimum of every three months
- Audits client financial records and verifies them by signature, as well as medical, appropriate releases, and daily tracking for accuracy
- Participates in auditing personnel and training records
- Uses technology applications as appropriate to the work environment
- Generates reports to Regional Director for compliances or corrective actions that pertains to Quality Assurance
- Attends management meetings and communicates QA information, findings and updates
- Generates annual client satisfaction survey
- Participates in Policy and Procedure Manual review and revision
- Assists with investigations as requested/required
- Other duties as assigned

B. TRAINER:

- Provides training workshops at various locations for all direct care staff and others as needed
- Maintains a training manual to include all new policies and procedures as directed
- Develops training procedures to ensure all employees are trained as defined by DDA policies and state WAC
- Maintains all training records at specific sites including upload to electronic records
- Assists with creation and publishing of monthly training calendar
- Uses technology applications as appropriate to the work environment

- Coordinates with other trainers to ensure material and equipment is available as needed for training
- Surveys employees for training needs, summarizes training evaluations and adjusts training sessions to meet the ongoing needs of employees
- Attends management and team meetings
- Assists with creation of and publishing of monthly list of staff, which are in need of review training including but not limited to CPR/First Aid and Blood Borne Pathogens
- Coordinates with the Regional Directors for times/dates of Nurse Delegation CORE classes and delegation updates for staff
- May be required to work occasionally on weekends and evenings
- May be required to work at sites with clients as part of QA process
- Other duties as assigned

QUALIFICATIONS, CERTIFICATIONS & EXPERIENCE REQUIRED:

- Bachelor's Degree in Human Services, Social and Behavioral Science, or relevant field, and 3+ years of proven experience. Related experience can be substituted for educational requirements.
- Experience working with quality assurance and/or internal evaluations/audits preferred
- Experience in assessment and/or competency testing preferred
- Previous teaching experience in adult education programs strongly preferred
- Knowledge of DDA/RCS policies and State WAC preferred
- Demonstrates the necessary attitudes, knowledge and skills to deliver culturally competent services and work effectively in multi-cultural situations
- Excellent oral and written communication skills
- Ability to work independently as well as in a team
- Knowledgeable and skilled in all Office Suite applications
- Ability to learn and use technology applications as appropriate to the work environment
- Must have a valid driver's license and proof of insurance
- Must be able to pass required background check

If you wish to apply for this position, please email your cover letter and resume to:

recruiter@voaww.org.

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