Program Quality Assurance Coordinator

Department: Program
Reports To: Grants and Program Manager

Summary:
This position is responsible for quality assurance activities including oversight of the programmatic aspects of a computerized reporting system, reviewing service provider input, preparing reports, program analysis, assisting providers with system use, and resolving problems. Provides administrative support in the development of the Public Information Document (PID) and the Area Plan for the agency, including needs assessment, data analysis, and census updates.

Quality assurance responsibilities also include taking a lead role in the annual Program Review/Compliance monitoring process.

In addition this position provides oversight to the Respite program, monitoring authorizations and usage and participating in the Caregiver Respite grant application and approval process.

Specific Duties and Responsibilities:

Oversee the programmatic aspects of computerized reporting system.
1. Review WIAAA direct service and provider reports for accuracy, interpreting data and identifying any potential problems.
2. Complete quarterly provider performance reports, identifying issues and working with management staff and providers to address these issues.
3. Serve as the agency liaison with InData Systems, acting in a lead role with systems updates and changes.
4. Analyze provider and comparative program data to identify trends and assist agency management in understanding potentials issues.
5. Provide technical assistance to providers on programmatic reporting requirements as needed.
6. Keep abreast of and inform providers of any and all revisions or changes in reporting requirements.
7. Train WIAAA staff and funded provider staff on NAPIS Pak, running reports, and correcting missing data and provide technical assistance in installing and using Napis Pak.

Program Analysis and Planning
2. Provide program analysis information to assist the Executive Director and Grants & Program manager in the development of the Area Plan.
3. Assist the Grants & Program Manager in the development of the Public Information Document (PID)
4. Analyze demographic and service data from WAAA direct service and funded provider’s reports and census data, identifying older persons in need of service with special emphasis on rural elderly and those with the greatest economic, social or physical need.

Program Compliance Review and technical assistance for provider agencies.
1. Work with the Grants & Program Manager to develop the program reviews documents on an annual basis.
2. Provide leadership in the Program Review process, completing a major portion of the program reviews and overseeing those completed by other Program Coordinators. Ensure that all reviews are completed in a complete and timely manner.
3. Track and ensure compliance by providers with submitting required reports for gaps in service, Home Delivered Meal waiting lists and other reports required of providers. (Provider Board meeting reports, menus, quarterly and annual progress reports etc.)

Prepare and submit a variety of reports to the Illinois Department on Aging (IDOA).
1. Prepare the Nutrition Services Incentive Program (NSIP) report monthly
2. Prepare and submit the NAPIS report annually.
3. Prepare the Program Performance and Detail Services Report twice a year.
4. Prepare the Nutrition Services Program report and submit semi-annually.
5. Prepare other reports for IDOA as requested, including the Nutrition Project and Site Listing and the Multi-purpose Senior Center Listing.

Coordinate the contract application review, tracking, and authorization process for Respite providers.
1. Coordinate the review of Respite contract applications, ensuring that all necessary documents are received. Work with the Fiscal department to provide the information needed to issue the NGA’s. Supply Alternatives with a listing of all approved Respite providers and their rates prior to the beginning of the fiscal year.
2. Provide oversight in monitoring the Respite Procedures, working with the Fiscal department and Alternatives.
3. Market the Respite program to potential providers throughout the 10 county area.
4. Input all respite units in NapisPak.
5. Generate a listing for the WIAAA Fiscal Associate of all contracted respite providers that includes the name, email address and phone number of the person sending in respite billing to WIAAA before the beginning of each fiscal year.
Participate in WIAAA agency wide priority projects as assigned, often in a leadership role

1. Participate in provider Request for Proposal (RFP) scoring, review and follow-up.
2. Function as a part of a team focused on addressing changing priorities in WIAAA and the aging network.
3. Assist in the planning and delivery of Information and Assistance (I & A) and Outreach training for providers.
4. Represent WIAAA throughout the planning area including, but not limited to, periodically attending assigned county Human Service Councils, representing the agency at health fairs and other community events, and making community presentations.
5. Review pertinent information from a variety of sources to stay current on information and trends affecting seniors and senior services.

Qualifications

1. B.A. degree in business or social work.
2. Two years’ experience in program administration including program analytics and/or experience with quality control/compliance preferred.
3. Advanced skills with computer programs, including word, e-mail, spreadsheet and database programs.
4. Ability to travel, occasionally overnight.

Core Competencies

Communication – Verbal and Written - Openly exchanges information in a timely manner with all appropriate people. Listens well and uses confidential information with discretion. Writes and speaks in a clear, concise manner.

Confidentiality - Maintains confidential Agency and client information appropriately. Adheres to the Agency’s Confidentiality Agreement in all matters.

Ethics & Integrity - Earns the trust, respect, and confidence of co-workers, providers and clients through consistent honesty, forthrightness and professionalism in all interactions.

Interpersonal Skills - Demonstrates the ability to get along with others internally and externally (providers, government representatives, vendors, etc). Acts in a way that is respectful of co-workers. Communicates and acts as a team player. Responds and acts appropriately to confrontational situations.

Team Player - Works with others cooperatively and flexibly, actively contributing to the team’s goals. Offers and accepts constructive feedback in a positive manner. Values diverse work styles, approaches and thoughts.
Advocacy – Effectively influences others to achieve understanding, acceptance, and commitment to act in support of legislation, ideas, programs, or causes related to senior issues.

Affinity for seniors - Understands the needs of seniors and effectively and compassionately communicates with this group of individuals.

Analysis - Uses data and information in a clear and rational thought process to assess and understand issues, evaluate options, form accurate conclusions, and make decisions.

Initiative - Performs with minimal supervision, acts promptly and seeks solutions to resolve unexpected problems. Shows an interest and willingness to learn; does what needs to be done without being asked/ anticipates potential problems/opportunities.

Judgment - Displays balanced thinking that combines analysis, wisdom, experience and perspective. Produce decisions that withstand “the test of time”.

Negotiate Agreements - Effectively works with others to understand interests and actively strive to achieve agreements or resolve differences in a timely manner.

Planning - Logically integrate various ideas, intentions, and information to form effective goals, objectives, timelines, action plans and solutions.

Project/Program Management - Effectively directs and integrates all aspects of a project or program, ensuring that work progresses toward achieving goals and objectives.

Problem Solving - Uses intelligence, common sense, hard work, creativity and tenacity to solve difficult or complicated challenges as well as day to day problems. Effectively defines the issue, diagnoses and analyzes the problem, and recommends and implements solutions.

Workload Management - Effectively organizes multiple assignments, sometimes of a complex nature or involving competing priorities, to produce results that are accurate, thorough, and on time.