



## **Quality Assurance and Resource Development Manager**

Requisition # CS- QARDM-052223

Closing Date: Open Until Filled

Salary Range: \$ 75,920.83 – \$ 85,795.21 Annually

### **PURPOSE:**

Under the direction of the **Director of Community Services**, the Quality Assurance and Resource Development (QA/RD) Manager works as part of the Community Services Department and is responsible for both oversight of Westside Regional Center (WRC) resource development activities, involving both establishment of contractual relationships with new service providers and the development of collaborative relationships with non vendored community partners, and implementation of quality assurance activities to promote maintenance of contracted service delivery within all regulatory, statutory, and WRC policy standards. The QA/RD Manager may investigate and if necessary follow-up; development of corrective action plans, technical assistance plans, vendor and staff training, analysis of special incident reports and implementation of WRC's Quality Assurance Plan.

### **NATURE OF WORK:**

The majority of duties are performed in the office and out in the community. The QA/RD Manager must have reliable transportation and be able to independently and regularly travel locally. This position requires travel throughout WRC's service area. The ability to read, write and comprehend large amounts of written material, use the telephone and communicate via electronic mail is required on a daily basis. Excellent oral and written skills are essential, including the ability to clearly and firmly convey agency standards and policies; exceptional teaching/training skills; ability to relate with persons of varying socioeconomic and educational levels; good problem-solving skills and ability to remain calm in situations of conflict.

### **EXAMPLES OF WORK:**

The **QA/RD Manager** is responsible for consultation, evaluation and monitoring of support services provided for individuals served by WRC through our network of service providers. Responsibilities include provision of provider/staff/community training, review of program designs, facility and program reviews, participation in needs assessment activities, and follow up on investigations of alleged program issues. The **QA/RD Manager** will routinely work in concert with the WRC Community Services CRDP/PPP Housing Manager and HCBS Manager, as well as WRC Client Services Managers as required.

### **MINIMUM EDUCATION AND EXPERIENCE:**

Completion of a Master's Degree in education, public administration, social work or a related field. Two years' experience after graduation in the field of developmental disabilities including some experience in the area of program evaluation and monitoring **OR** Two years experience in a position at a Regional Center involved with program evaluation and monitoring.

**OR** A Bachelor's Degree in a related field and four years experience in the above areas may substitute for a Master's Degree.

**SPECIAL REQUIREMENTS:**

- Fluency in a language in addition to English is desirable.
- Ability to provide personal automobile transportation, or access to another form of reliable transportation, during and after working hours. Provide minimum automobile liability insurance as required by California Law.
- This position will be primarily based in the office, however, remote work may also be occasionally available.
- Flexibility in work hours is required to meet needs of the regional center constituency.

**ESSENTIAL FUNCTIONS:**

- Provide outreach and training to existing residential and non-residential services, clients, family support groups and WRC staff as needed to promote understanding of updates in applicable regulation, statute, and/or state directives that may impact services.
- Facilitate completion of the vendorization process for all provider applicants.
- Facilitate completion of quality assurance activity in response to SIRs, complaints, or other triggering events as applicable.
- Work collaboratively with service providers and WRC staff for provision of technical assistance when required.
- Collect and maintain data to support needs assessment determination
- Participate in the evaluation process for proposals submitted by service providers in response to posted requests for proposals.
- Stay abreast of unmet needs or additional service development that may be required to supplant or supplement existing services.
- Support maintenance of effective communication and teamwork with WRC's Client Services, Clinical Services, and Community Services departments.
- Network and collaborate with other agencies, including other regional centers, licensing and DDS.
- As needed participate in audits for day programs, supported living programs and residential services.
- Provide technical support for Client Services staff regarding complaints/concerns connected to vendor services, as well as in utilization of newer service models.
- Conduct follow-up connected to Special Incident Reports and Quality Assurance Requests including identification of applicable breaches in standard of care specified in the program design.
- Facilitate staff oversight of program design modifications that arise in response to HCBS compliance or other state mandates.
- Assist with developing WRC Quality assurance plan, training materials, evaluation tools, check lists or other forms to assure vendor compliance with regulatory standards.
- Conduct investigations of suspected serious violations of standards, regulations and laws; provide assistance to other agencies conducting such investigations.
- Communicate effectively in person, on the telephone and in writing.
- Organize, prioritize and coordinate work activities.
- Read, interpret and follow complex policies, procedures, laws and regulations.
- Interact tactfully and effectively with those contacted in the course of the work.
- Perform work under stressful conditions, as required.

- Use initiative and sound, independent judgment within established guidelines.
- Maintain current workload with complete and accurate documentation.
- Attend meetings in and out of the office with punctuality.
- Conduct meetings, interviews and evaluations and interpret and document the information.
- Represent the agency's philosophy, policies and standards in a professional manner in the community and with staff.
- Evaluate the quality of programs which serve people who have developmental disabilities.
- Visit clients in their homes and day programs.
- Adhere to a reliable work schedule, i.e. punctuality in reporting to work and in using consistent sign-out methods.
- Accurate and timely recording on time sheet and mileage forms.
- Notification to supervisor of schedule changes, i.e. sick leave, annual leave and personal holiday use.
- Maintain a high level of personal and professional conduct.
- Other duties as assigned.

This position will primarily be based in the office; however, remote work may also be available. This a full time, exempt role and hours may varies based on the needs of the Westside Regional Center.

**\*This summary is not intended to represent an exhaustive list of duties; additional responsibilities are determined as to meet the needs of the community we support\*\***

Per California state mandate, the COVID-19 vaccination is required for all regional center employees. Proof of vaccination AND booster is required by at the time of hire; also, this position may be subject to weekly testing and other health and safety requirements.

WRC is an equal opportunity employer. Further, WRC will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

If interested, please send resume and cover letter to [Jobs-WRC@Westsiderc.org](mailto:Jobs-WRC@Westsiderc.org) by closing date.