



Residential Services Quality Assurance Specialist
Closing Date: Until Filled
Department: Community Services
Reports To: Quality Assurance Developmental Manager
Classification: Non-Exempt
Salary Range: \$23.2585 - \$45.1418 hourly

PURPOSE:

The Residential Services Quality Assurance Specialist is responsible for monitoring, evaluating, and supporting the quality and compliance of residential service providers serving individuals with developmental disabilities. This position ensures that residential programs meet applicable regulatory, contractual, and quality standards while promoting person-centered practices, health and safety, and continuous quality improvement.

This position does not oversee or monitor EBSH or CCH programs.

NATURE OF WORK:

- Conduct quality assurance monitoring and evaluations of residential service providers.
- Perform announced and unannounced program reviews in accordance with Title 17, DDS, and regional center standards.
- Prepare written quality assurance reports, findings, and recommendations.
- Identify service gaps, compliance risks, and opportunities for program improvement.
- Develop and monitor corrective action plans.
- Provide technical assistance and training to service providers.
- Support implementation of person-centered practices.
- Participate in investigations of complaints and quality-of-care concerns.
- Maintain accurate documentation and reporting records.
- Collaborate with WRC staff and community partners.
- Perform other related duties as assigned.
- Resource Development for Residential Services.
- Review and provide Service Providers with feedback on Program Designs, staffing schedules and staff requirements.
- Develop resources in tandem with Westside Regional Center's Vendorization Department.
- Adhere to DDS' Standard Vendorization timelines/timeframes.
- Perform other related duties as assigned.

PREFERRED SKILLS AND TECHNOLOGY EXPERIENCE:

- Master's degree in a related field with two years of experience, or Bachelor's degree with five years of experience in quality assurance, service coordination, or residential services.
- Knowledge of quality assurance principles and residential services.
- Knowledge of developmental disabilities service systems.
- Knowledge of Title 17 and Title 22.
- Strong written and verbal communication skills.
- Strong organizational and analytical skills.
- Ability to work independently and collaboratively.

WORK ENVIRONMENT & CONDITIONS

This position is a combination of in-office and field visits which can include conducting audits in residential homes. This is a full-time, non-exempt role and hours may vary based on the needs of Westside Regional Center.

- May require occasional extended hours for urgent matters.

PHYSICAL REQUIREMENTS & TRAVEL

- Ability to remain in a stationary position for extended periods
- Ability to move throughout the office
- Work performed in a professional office environment
- Local travel may be required
- Valid CA Driver's License and insurance required

Reasonable accommodation will be made for individuals with disabilities

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

WRC is an equal opportunity employer. Further, WRC will consider 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 to **Jobs-WRC@Westsiderc.org** and include the Job Title in the subject line of the email.