



Assistant - Special Incident Reporting (SIR)

Closing Date: Until Filled

Classification: Non-exempt

Department: Community Services

Reports To: Associate Director of Community Services

Compensation Range: \$17.01 - \$21.1985

Position Summary

The Special Incident Reporting Assistant supports the Risk Management Coordinator and Quality Assurance/Risk Management functions by coordinating the receipt, documentation, tracking, follow-up, and submission of Special Incident Reports. This role helps ensure compliance with Title 17 and other applicable reporting requirements by gathering and organizing information, preparing accurate documentation, monitoring timelines, and supporting communication among WRC staff, service providers, families, community partners, and regulatory agencies.

Key Responsibilities

- Receive, review, distribute Special Incident Reports received at SIR email and related follow-up documentation from vendors, Service Coordinators, and other sources.
- Coordinate the transmission of Special Incident Reports to the Department of Developmental Services and other required agencies within mandated timelines.
- Document incident details, including individuals involved, sequence of events, actions taken, notifications completed, and required follow-up. Collaborate with SIR Coordinator if additional information is needed by vendor.
- Monitor pending items, technical support logs, corrective action plans, and due dates to support timely follow-up by Service Coordinators, Quality Assurance staff, and Community Services staff and ensure completion of Special Incident Reports.
- Gather and organize supporting documentation related to incidents, complaints, concerns, investigations, medical or police records, witness statements, corrective actions, and service provider follow-up.
- Support SIR Coordinator to follow up for Medi-Cal Claims Review information and Audit requests

- Maintain accurate information in internal and external tracking systems and generate reports, trend information, meeting materials, training packets, and other departmental documents as needed.
- Communicate professionally with WRC staff, service providers and other stakeholders as directed.
- Assist with training Community Services and Supports staff and Case Management staff in proper preparation, submission, and entry and follow up of Special Incident Reports.
- Support Risk Management Committee activities, including meeting coordination, minute-taking, and preparation of documented meeting records.
- Support preparation of case records for Mortality Review by WRC physician consultants and the Mortality Committee.
- Maintain confidentiality of sensitive consumer, vendor, incident, agency, and health-related information in accordance with agency standards and applicable privacy requirements.

Minimum Qualifications

- Strong organizational skills and attention to detail, with the ability to track deadlines, documentation, and follow-up items accurately.
- Ability to prepare clear, objective, and professional written documentation.
- Experience with data entry, recordkeeping, scheduling, meeting coordination, and general office administrative support.
- Ability to communicate professionally and maintain confidentiality when handling sensitive information.
- Familiarity with incident reporting, quality assurance, risk management, health or human services settings, or regulatory compliance is preferred.

LICENSES / CLEARANCES:

- Background clearance required.

WORK ENVIRONMENT & CONDITIONS:

- Onsite five days a week.

Physical Requirements & Travel:

- Ability to remain in a stationary position (seated or standing) for extended periods while working at a computer.
- Ability to move throughout the office to access files, attend meetings, and engage with staff and visitors.
- Ability to lift, push, pull, and carry up to 25–30 pounds occasionally (files, office supplies, equipment).

- Work performed in a professional office environment with standard and bright overhead lighting.
- Local travel may be required within the WRC service area
- Reasonable accommodations will be made for individuals with disabilities to perform essential job functions.

*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**

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.