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| **Job Title:** | **Intake and Quality Assurance Manager** | **Date Approved by Board:** |  |
| **Department:** | Administration | **Supervisory Responsibilities:** | No |
| **Position Status:** | Full Time | **FLSA Status:** | Exempt |
| **Supervisor:** | CEO and Program Directors |  |  |

**Position Summary:** The Intake and Quality Assurance Manager oversees the intake function for all FamilyCore programs and ensures quality standards are achieved. Performs highly advanced quality assurance work. Work involves overseeing the planning, development and administration of internal quality assurance and compliance activities. May supervise the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgement. Promote the culture and competencies of Leaders Grow Leaders; Leaders Get Measurable Results and Leaders Shape FamilyCore Culture. These competencies are:

* Leaders Grow Leaders
	+ Talent recruitment, retention
	+ Succession Planning
	+ Mentoring
	+ Professionalism, communicates effectively and stays current with technology
* Leaders Get Measurable Results
	+ Innovation- New programming, new funding sources, new partnerships or collaborations
	+ Operational Excellence- Program Management, Program Delivery, Contractual Obligations, Council on Accreditation
	+ Customer Excellence and Satisfaction- responses, management and participation
* Leaders Shape FamilyCore Culture
	+ Transformation that crosses total FamilyCore impacts
	+ Collaboration that impacts FamilyCore
	+ Ambassador internal and external to FamilyCore, marketing all services

**Responsibilities:**

* Oversees, plans, and administers intake paperwork for all programs. Including collecting information from clients, verifying payment information, working with Directors on assignment of cases and assisting with the handoff.
* Oversees, plans, and administers quality control programs to ensure the accuracy and timeliness of data.
* Oversees quality control case reading and other quality assurance and compliance activities.
* Develops and conducts staff training as new program policies and procedures are implemented or new programs are mandated.
* Evaluates and monitors functions of all departments involved in the quality improvement process to ensure timely compliance with assigned tasks, goals, and objectives in compliance with COA.
* Evaluates trends and resolves problems regarding the methods of quality operations and procedures.
* Analyzes, interprets, and reports data to manage and participate in the Performance Quality Improvement Committee and all corrective action planning.
* Works with staff to identify and modify quality control procedures to meet the needs of program.
* Provides technical guidance and assistance during the review process.
* Adhere to standards adopted through Council on Accreditation.
* Ability to organize and maintain data and confidential information.
* Develop and maintain working relationships with all internal and external clients.
* Ensure safety protocols and policies are practiced at all times.
* Assumes responsibility for professional development and cultural competency.
* \*Performs other duties as assigned.

**Requirements:**

 **Education and Experience:**

* A master level degree from an accredited college or university in human services related field, customer relations, business administration, or in a related area required.
* At least 5 years’ experience in direct program experience or related service experience.
* This position requires experience with eligibility, insurance, auditing or analytical work, mathematical skills, and customer service and good communication skills, to include speaking to groups and writing proposals and articles.
* Literacy or working knowledge of office automation, planning, project management, budgeting, telecommunications, networking, and imaging is necessary.

**Competency:**

* + Knowledge of federal and state program policies and laws of financial and medical eligibility program policies and of quality control procedures.
	+ Skills in interviewing, in analyzing data and in the use of a computer with applicable software.
	+ Ability to plan, coordinate and administer quality control program activities to ensure compliance with Council On Accreditation and all state and federal regulations.
* Collaborates and contributes to team and FamilyCore Quality Improvement and evaluation activities.
* Oversee the development and maintenance of procedures and distribution of quality documentation that complies with the requirements of accreditation, licensing and contracts.
* Promote and demonstrate commitment to FamilyCore’s mission, vision and values.
* Strong skills in the areas of fiscal, personnel, and administrative management.
* Highly responsive to client and staff needs with respect to the National Association of Social Workers Code of Ethics.
	+ To identify programs and develop solutions to communicate effectively and to work across all departments and programs.
	+ Ability to establish and maintain a client focus.
	+ Ability to set and maintain professional boundaries with clients.
	+ Must pass required background check.
	+ Ability to be sensitive and understanding of cultural and lifestyle differences of all people regardless of race, religion, sexual orientation, age, or background.
	+ Successfully complete FamilyCore training as required.
	+ Utilize time tracking software and all other software required to fulfill duties.
	+ Must possess valid Illinois Driver’s License in good standing, and proof of valid vehicle insurance.
	+ Safe, reliable personal vehicle, to be used for FamilyCore business.

**Physical:**

* While performing the duties of this job, the employee is required to frequently walk, stand, stoop, kneel, crouch or crawl, push, pull, lift, grasp and feel.
* The employee frequently is required to use manual or finger dexterity and eye-hand coordination when handing computer equipment and related tools.
* Requires corrected vision and hearing within normal range.
* The noise level is normal.
* No occupational exposure to blood, body fluids, communicable disease, or other potentially infectious substances.
* The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Work Environment:**

* May be subject to distraction and interruptions. May be subject to difficult client interactions that involve behavioral and emotional challenges.
* Work occurs in and out of an office environment. Frequently exposed to loud noise and outdoor weather conditions.

Employee signature below constitutes employee’s understanding of the requirements, essential functions, and duties of the position.

Employee Name Printed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**FamilyCore is an Equal Employment Opportunity Employer**

***We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.***

*\*Clarification for ‘Other duties as assigned’: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*