

JOB VACANCY NOTICE

POSITION: Quality Field Manager

PAY GRADE: 12

WAGE: \$31,805 (as a minimum)

ESSENTIAL FUNCTIONS:

- Visits all consumers once a quarter to complete quality monitor surveys.
- Ensures that the consumers are receiving the correct type, scope, amount, duration, and frequency of service.
- Conducts appropriate investigation of any complaints and/or incidents.
- Conducts successful task and/or assignment completion, including emergency situations, within established procedures and protocols.
- Conducts spontaneous home visits and phone calls to ensure Compassionate Care Specialists are adhering to their schedules.
- Keeps accurate accounts of all visits, phone calls, etc.
- Create Intake and Assessments with each consumer before the start of services.
- Coordinates the consumer's care plan requirements and person centered goals with supervisor and Compassionate Care Specialists.
- Assists supervisor in preparation for audits and review by regulatory bodies and funders, on an as needed basis.
- Prepares, records, and submits all necessary program reports and documentation in an accurate and timely manner.
- Assists consumer with Medicaid Annual Renewals, ex: PA 600L.
- Manage PPD Testing, Criminal Background Clearances, Child Abuse Clearances, and Driver Designations for all Compassionate Care Specialists.
- Assists with on-boarding, orientation and field training of new Compassionate Care Specialists.
- Assists Supervisor with development of new trainings related to the Compassionate Care Specialists needs.
- Assists with recruiting new Compassionate Care Specialists.
- Adheres to all policies, laws, regulations, and codes of ethics and confidentially as outline by federal and state laws, and agency policies and procedures.

QUALIFICATIONS:

- Bachelor's Degree in Public Administration, Health Administration, Psychology, Social Work, Gerontology, or related social services field with a minimum of two years progressive experience in human services.
- Demonstrated proficiency on a typewriter and/or computer keyboard, at a minimum speed of 45 words per minute with no more than 3 errors.
- Knowledge of Pennsylvania Department of Aging Policy and Regulations for Homecare Agencies.
- Knowledge of Pennsylvania Medicaid Program.
- Demonstrated ability to establish and maintain effective working relationships with internal staff, providers and other social services agencies.
- Ability to utilize Microsoft Office products, specifically Excel Spreadsheets.
- Demonstrated ability to handle clients with a wide range diagnoses.
- Ability to transport oneself in an insured vehicle, as program needs dictate.
- Must successfully obtain Criminal History Clearance from the PA State Police, Child Abuse Clearance from the PA Department of Human Services and FBI Fingerprint Clearances.
- Must not be excluded from participation in Medicare, Medicaid or any other federal health care providers.

QUALIFIED INDIVIDUALS MUST SUBMIT A LETTER OF INTEREST TO THE SOUTHWESTERN PENNSYLVANIA HUMAN SERVICES, INC., OFFICE OF HUMAN RESOURCES, 300 CHAMBER PLAZA, CHARLEROI, PA 15022-1607, ATTENTION: POSTING#18154-NO LATER THAN JULY 28, 2018. EQUAL OPPORTUNITY EMPLOYER