



Position: Quality Assurance Specialist

Reports to: Director of CI&R

Status: Full-time/Non-Exempt

The Broward Healthy Start Coalition, Inc. (Coalition) is a nonprofit 501(c)(3) corporation based in Fort Lauderdale, Florida. It leads a cooperative community effort to reduce fetal and infant mortality and improve the health and developmental outcomes of infants, childbearing women, and their families in Broward County.

POSITION DESCRIPTION

This position will serve as the Quality Assurance Specialist of the Telephonic Coordinated Intake and Referral (CI&R) unit. It will be responsible for ensuring the quality of documentation and procedures across all aspects of the Connect referral process. CI&R is a system that connects pregnant women, Interconceptional women, and families of children under the age of three to services to offset risk factors that may lead to poor pregnancy and/or developmental outcomes. The CI&R unit processes Healthy Start prenatal and postnatal screens and referrals from various agencies in Broward County and SOBRA Medicaid. Approximately 20,000 to 24,000 referrals are expected to come through CI&R each year.

PRIMARY DUTIES

- Ensure quality of documentation and processes, which involves performing case reviews from intake completion, documentation, submitted forms, and materials provided to clients. It includes reviewing the intake documentation for consistency, alignment, and accuracy.
- Provide monthly required DOH reports on time.
- Prepare and provide monthly intake documentation review, survey reports in-house and at hospitals.
- Perform quality assurance for the intake closure, medical providers, and WIC/DOH/Letters process.
- Perform quality assurance for referrals that include SOBRA, HS Screens, and Community Referrals.
- Monitor the Interconceptional care counseling (ICC) documentation process for quality assurance.
- Quality assurance to the Risk Screening Office to ensure accurate data entry
- Maintain a strong working knowledge of the Connect processes, responsibilities, local policies and procedures, and Florida Healthy Start Standards and Guidelines Chapter 4.
- Perform all Connect staff observations for the quality of services
- Works collaboratively with the Connect director to enhance training opportunities for the Connect staff.
- Monitor and provide a monthly report for survey responses for both CIR providers and in-house.
- Respond to inquiries and provide technical assistance regarding Connect processes to CIR providers and facilitate training for new and existing staff.
- Present cases during the statewide ICT calls
- Assure that the CIR providers and in-house comply with the responsibilities outlined in Florida's Healthy Start Standards & Guidelines Chapter 4, local policies and procedures, and their contract with Coalition.
- Review and anticipate training needs for CIR providers and internal staff and assure coordination.
- Participates in CI&R Local and Statewide Learning Community, Webinars, and meetings to ensure HS-CIR processes are in alignment with the HSSG statewide and comply with the Network HSMN contract guidelines.



- Must observe HIPAA guidelines and maintain confidentiality of information. Abide by all BHSC policies and standards of conduct.
- Intake Completion for training purposes.
- Any other duties as designated.

EDUCATIONAL REQUIREMENTS AND EXPERIENCE

- Bachelor's degree in public administration, health administration, business administration, social services, or related field. Human services, social sciences, social work, health education, health planning, healthcare administration, or related field.
- Quality assurance experience
- Experience collaborating with diverse communities, organizations, and agencies.
- Knowledge of maternal/child issues and community resources.
- Experience with the Connect/Healthy Start program is preferred but not required.

QUALIFICATIONS

- Professional communication, documentation, and time management skills.
- Proficient computer skills, including proficiency in Microsoft Office (Excel, Word, Outlook) and internet usage.
- Ability to be flexible about work location and schedule, evenings or weekends outside of regular business hours, and occasionally travel based on business needs.
- Regular in-office attendance is an essential function of the job.
- Must reside in the Tri-County area. (Broward, Palm Beach, Miami-Dade).

PHYSICAL DEMANDS

- The ability to remain seated for prolonged periods is required.
- The capability to bend and stoop is necessary.
- Regular use of a keyboard and telephone is expected.
- Occasional lifting of items weighing up to twenty-five (25) pounds is required.

Availability: All staff are expected to be available and responsive for required interactions, including all-staff events, Monday through Friday, between 8:00 a.m. and 5:00 p.m.

Community Outreach: Participation in a minimum of two (2) community outreach events per year is required. These events may be scheduled on weekdays or weekends.

SALARY:

Range \$47,000-\$52,000 annually.

Broward Healthy Start Coalition, Inc. requires that all new hires pass a criminal background check before being hired. We are an Equal Opportunity Employer.

