



QA CONTRACT COORDINATOR
Area 2 Agency on Aging/REAL Services, Inc.

Department: Area 2 Agency on Aging
Reports to: Director of Special Projects
FLSA Status: Non-Exempt (full time)
Updated by: Jack Mueller 2/13/19
Approved by: Jack Mueller 2/13/19

JOB SUMMARY

This full time position is responsible for contracting with agencies in Elkhart, Kosciusko, LaPorte, St. Joseph and Marshall Counties to provide home and community based services to older adults. Also responsible for monitoring agencies for contract and Memorandum of Agreement compliance.

ESSENTIAL DUTIES include the following. Other duties may be assigned.

- Assist Service Providers through fiscal and programmatic support
- Assist in conducting all aspects of the contracts and Memorandum of Agreement process
- Review and assess Service Provider agencies through on-site visits
- Review and assess Nutrition programs, including on site monitoring of kitchens.
- Assist in preparation of Area Agency documents and reports as required
- Screen prospective businesses for Service Provider suitability
- Conduct in-service training or provide other contracting and billing support for Service Provider staff as needed
- Offer Service Provider training
- Maintain Vendor module in the INsite program
- Maintains a Service Provider Manual and provides information, updates, and training to A2AA staff and Service Providers.
- Provide Service Providers with quality survey information as gathered from the QIP module
- Provide follow up and ongoing monitoring to some Providers as needed
- Collect relevant information from Billing and Care Management staff to help in Service Provider monitoring
- Provide reports to measure quality assurance and benchmark
- Insure appropriate staff is notified of changes in Service Providers and program requirements. Provides support and information to Care Management when Service Providers discontinue ensuring clients are transferred.
- Track Service Provider concerns received from Area Agency staff; works with Providers to correct problems
- Participates as a member of the quality assurance team in facilitating staff complaints with Service Providers and/or quality concerns regarding service delivery. Tracks and monitors “special review” case notes and follows up with Care Management until the issue is resolved.

RESPONSIBILITIES

- Act as liaison for problem solving between Care Management staff and Service Providers
- Assist in developing policies and procedures, as needed
- Maintain information on and for Service Providers
- Recruit new Service Providers to insure availability of services
- Initiate and support programs which build collaboration within the aging network
- Establish cooperative agreements with community agencies as needed
- This position may be funded through the Older American's Act, SSBG, and/or CHOICE

EDUCATION AND/OR EXPERIENCE REQUIREMENTS

Bachelor's degree (BA or BS) from an accredited four-year college or university in human services or related field.

- Experience in Title III, SSBG, CHOICE and Medicaid Waiver (MAW) requirements is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Ability to communicate well both verbally and in writing
- Ability to respond to difficult situations in a diplomatic way
- Basic knowledge of computers and familiarity with Word, Access and Excel

DIFFICULTY OF WORK

- Maintain a working knowledge of CHOICE, Title III, Medicaid Waiver and SSBG requirements.
- Exercise diplomacy in working with Care Managers and Service Providers
- Requires considerable traveling

PERSONAL WORKING RELATIONSHIPS

- With Care Managers
- With Service Providers
- With Director of Special Projects and departmental co-workers
- With Advisory Council as needed
- With Indiana State Department of Health and/or other entities on some Service Provider concerns as needed.

WORKING CONDITIONS AND PHYSICAL DEMANDS

The physical demands and work environment 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.

While performing the duties of this job, the employee is usually seated, standing, or walking at will in a typical office setting. Very limited physical effort required. Regular and recurring travel required

within the 5 county area.

- Valid driver's license and a dependable vehicle required

CONDITIONS OF EMPLOYMENT

- Successful candidate must submit to a pre-employment drug screening, National Sex Offender Registry check, and a limited criminal history check.
- Proof of educational credentials is required at time of employment.
- This position has a 6 month probationary period.

Employee Signature

(Date)

Supervisor Signature

(Date)