



Quality Assurance Coordinator- Wraparound PART-TIME | MOLINE, ILLINOIS

Bethany for Children & Families is looking to fill a part-time opening for a Quality Assurance Coordinator in our Wraparound Services program out of our Moline, Illinois office. The Quality Assurance Coordinator will coordinate and implement the quality management and quality improvement data for the Wraparound Services Program. This position assists in coordinating efforts to ensure quality assurance standards and contractual requirements are met.

Date Available: March 10, 2022

Salary: Negotiated

Application Deadline: April 8, 2022

Position Requirements:

Two years (2) experience in:

- analyzing data,
- performing research,
- creating reports,
- preparing action plans,
- monitoring the maintenance of program records,
- communicating feedback, and
- performing other related duties as assigned by the Wraparound Supervisor and the agency's CEO.

Position Specifics:

The Wraparound Quality Assurance Coordinator is responsible for reviewing and evaluating the quality of the delivery of services to children and families that have open cases with The Department of Children and Family Services (DCFS). Instituting measures to improve quality as needed per the requirements of the Wraparound Rock Island Immersion site area.

The primary functions include:

- creating, implementing and tracking family satisfaction, both at the Care Coordination and Provider level,

Keeping *children* safe, strengthening *families*, and building healthy *communities* since 1899



- partnering with families and other immersion site stakeholders at the decision-making level of policy and program development to assure that strength-based, culturally-sensitive care is being provided,
- establishing, reviewing, and revising program policies and procedures,
- auditing at the Care Coordination and Provider level,
- monitoring, tracking and reporting on the established performance indicators identified for our affiliated Care Coordination and Provider agencies,
- managing concerns/complaints/grievances,
- monitoring the requirements set forth and engaging in monthly service utilization review processes to ensure program and fiscal responsiveness, and
- engaging in yearly performance improvement projects that focus on clinical or administrative topic areas to continuous improvement.

This part-time position comes with a generous vacation, sick and holiday pay package, dental and vision insurance and receiving Bethany contributions to a 403(b) Thrift Plan (retirement plan) upon meeting plan eligibility criteria.

EOE

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