

# SOUTHERN ARIZONA AIDS FOUNDATION

## QUALITY ASSURANCE SPECIALIST JOB DESCRIPTION

Scope of Work: The Quality Assurance Specialist has responsibility for monitoring and assisting in the evaluation of the overall quality of services provided within the Care Services Department, under the supervision of the Quality Management Coordinator. Responsibilities include program review of eligibility recertification for clients. The Quality Assurance Specialist is a full-time, non-exempt position.

### **Functional Responsibilities:**

- Performs program review of eligibility recertification for clients in order for them to access Ryan White Part B services. Responsibilities include, but are not limited to, mail, phone and face-to-face contact with clients through Case Managers/Peer Counselors in obtaining information for compliance with Part B program eligibility and residency requirements.
- Assists in obtaining documentation about clients' access to care.
- Reviews Care Services contractual program performance measures and quality assurance requirements to ensure compliance in program implementation.
- Performs electronic and paper chart reviews to monitor compliance with contractual performance measures and quality assurance measures.
- Provides monthly reports from the database system to the Quality Management Coordinator and Program Managers regarding program compliance and performance measures.
- Assists in preparation of monthly, quarterly and annual contract reports to granting entities with primary focus on data extraction and compilation.
- Responsible for monthly and annual client-level data uploads and data reporting for the Ryan White Part B Program.
- Assists in development, coordination and implementation of program satisfaction surveys. Responsibilities include coordination of mail merges, mailings, survey response tracking and analysis.
- Serves as member of Care Services team.
- Attends department and agency staff meetings.
- Performs other duties as assigned.
- Reports to Quality Management Coordinator.

**Minimum Qualifications:**

- Appropriate fingerprint clearance through the Arizona Department of Public Safety (paid for by SAAF).
- Bachelor's degree and/or two years' minimum administrative work in a social services or quality assurance environment.
- Competence with Microsoft Office - particularly Excel - applications and database systems.

**Preferred Qualifications:**

- Ability to create reports from database systems.
- Strong organizational skills, capable of problem solving and working independently.
- Knowledge of Program Evaluation methodologies.
- Knowledge of HIV/AIDS issues.
- Effective oral and written communication skills.
- Bilingual (English/Spanish).

Compensation: Minimum rate of pay \$14.00/hour; benefits include health, dental, and life insurance; long- and short-term disability insurance.

To Apply: Submit letter of interest, resume with dates of employment, and names, addresses, and phone numbers of three professional references to the Director of HR, Southern Arizona AIDS Foundation, 375 S. Euclid Ave., Tucson, AZ, 85719, e-mail to [hr@saaf.org](mailto:hr@saaf.org) or visit [www.saaf.org](http://www.saaf.org). Open until filled.

Affirmative Action: The Southern Arizona AIDS Foundation is an Affirmative Action/Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability.

Start Date: As soon as possible.