

# LINN COUNTY CLASSIFICATION

**TITLE: QUALITY ASSURANCE ANALYST**

**NUMBER: 783**

**APPROVAL ORDER NUMBER: 2024-235**

**PAY RANGE: 16**

**DATE: JULY 09, 2024**

**CATEGORY: MANAGEMENT/EXEMPT**

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Employees in this classification monitor and evaluate professional mental health services provided to clients with mental or emotional disturbances, alcohol and other drug abuse problems, intellectual or other developmental disabilities. Duties include monitoring and evaluating client evaluations, case management, counseling, individual, group and family therapy. Additional duties may include community consultation and technical assistance to other agencies, community-wide or school-based prevention planning and program activities and clinical consultation to other clinicians.

SUPERVISION RECEIVED: Works under the supervision of the Program Manager or designee. A person in this classification is expected to work in a highly independent manner.

SUPERVISION EXERCISED: Exercise of supervision over other employees is not usually a regular responsibility of a person in this classification. A person may be assigned clinical consultation duties in an area of particular expertise or specialization and the Program Manager or designee may designate new employee orientation and training responsibilities.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Monitor and evaluate work performance in relation to client evaluations to clinic documentation standards to ensure compliance with federal and state billing rules and regulations.
2. Develop and maintain documented policies and procedures in coordination with other program staff and department management.
3. Provide leadership with updates regarding compliance and fiscal issues, including recommendations for corrective action relating to quality assurance plans and measures.
4. Provide education and consultation to other service providers in relation to the daily use of program systems including the electronic medical record. Recommend workflows and improvement projects.
5. Research and recommend operational and policy changes, including shifts in procedures and system use, based on program data analysis and/or changes in Federal and State regulations and rules.
6. Complete adult abuse and death investigations of persons alleged to be mentally ill under State standards and protocols. Management of critical incident and/or complaint reports, meetings and quality control measures.

7. Develop and maintain effective, harmonious and reasonable work relationships with others.
8. Maintain regular and predictable work attendance.

**OTHER FUNCTIONS:** This classification covers the most significant essential functions performed by an employee in this position but it does not include other occasional work which may be similar to, related to or a logical assignment of this position. Any one position in this classification may be assigned some or all of the duties listed under essential functions or that arise as other functions. The balance of the various duties, responsibilities and/or assignments of this position may change from time to time based upon management's decisions on how to best allocate resources. Any shift, emphasis or rebalancing does not constitute a change in the essential functions of the job classification.

**RECRUITING REQUIREMENTS:** (Additional specific details may be provided by the specific office or department job announcement, if applicable).

**KNOWLEDGE, SKILL AND ABILITY:** Knowledge of the principles and practices of community-based mental health, chemical dependency or developmental disability services. Advanced knowledge of prevention strategies or treatment modalities, counseling strategies and habilitation planning. Considerable knowledge of the functions of other health, social service and education agencies. Ability to learn and comply with the Oregon Revised Statutes, Oregon Administrative Rules, department policies and other regulations that apply to the program area to which assigned.

Professional level skills in performing client evaluations, counseling and case management services or prevention strategies. Ability to conduct thorough client interviews and evaluations and to correctly interpret and effectively communicate the information. Demonstrated ability to exercise sound clinical judgement in appraising complex situations plus the ability to develop and analyze comprehensive individualized treatment or habilitation plans. Ability to develop supportive relationships with other staff. Ability to write and analyze clear and concise reports and client evaluations. Generally, employees in this classification are provided less clinical supervision, are expected to perform with a greater degree of independence and may be assigned regular clinical consultation to other Mental Health Specialists. Ability to develop and maintain effective working relationships with peers, supervisors and professionals in related disciplines.

Ability to use Microsoft office products and Electronic Medical Records systems as required by the position.

**EXPERIENCE, EDUCATION AND TRAINING:** Master's Degree in psychology, social work, counseling or related field is preferred. Two years post Master's Degree supervised experience in a similar position.

**NECESSARY SPECIAL QUALIFICATIONS:** Possession of a valid motor vehicle operator's license and an acceptable driving record at the time of appointment may be a condition of employment. Must be able to credentialed with all Medicaid insurance.

Developmental Disabilities Services Division or the State Office of Alcohol and Drug Abuse Programs following appointment.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** Work is generally performed in an office environment under usual office working conditions. Work involves traveling throughout Linn County including operation of a motor vehicle and movement from the vehicle to the office, clinic, community agency or school. Within the office, typical office environment noise levels exist with some telephones, personal interruptions and background noise. In the performance of job duties, the employee is required to remain in a stationary position most of the time and occasionally move to access and use office machinery or engage with other County employees and members of the public. Position requires regularly attending meetings for prolonged periods of time and frequently communicating with County employees and members of the public to exchange information. Position requires interacting and accommodating individuals experiencing communication barriers and behavioral support needs. Must occasionally lift/or move up to thirty (30) pounds. Manual dexterity and coordination are required while operating equipment including, but not limited to, phone system and personal computer including word processing, spreadsheets and data base software; computerized record systems; copy and fax machines, calculator, computer keyboard, video display terminal and other related tools and equipment. Position requires the ability to operate a motor vehicle in order to travel between offices and in the community. Some out of County and overnight travel may be required for training. May be required to flex schedule in order to accommodate community members and complete work.