DATE POSTED: May 18, 2022

ANTICIPATED START DATE: June 20, 2022

NOTICE OF POSITION OPENING

POSITION: QUALITY ASSURANCE PROVIDER RELATIONS SPECIALIST

LOCATION: Ashtabula County Board of DD
2505 South Ridge Road East
Kingsville, Ohio

DUTIES & RESPONSIBILITIES: Develop, implement, coordinate, and maintain quality standard systems for the County Board and Providers in Ashtabula County.

MINIMUM QUALIFICATIONS: Associates degree required. Obtain an SSA Certification per OAC 5123:2-5-02. Valid driver’s license with good driving record and reliable transportation. All applicants recommended for hire must complete a medical evaluation and a drug screen prior to employment.

REQUIREMENT FOR SAFETY SENSITIVE POSITION: Criminal background check/medical examination/drug screening

SALARY: Commensurate with education and experience.

APPLICATION PROCEDURE: Obtain an application online at www.ashtabuladd.org and return to the Board Office at:

Ashtabula County Board of DD
2505 South Ridge Road East
Ashtabula, Ohio 44004
Or email: jade.artman@ashtabuladd.org

APPLICATION DEADLINE: June 1, 2022 or until filled
TITLE OF POSITION: Quality Assurance/Provider Relations Specialist

UNIT OR OFFICE: ADMINISTRATION

COUNTY OF EMPLOYMENT: ASHTABULA

TITLE OF IMMEDIATE SUPERVISOR: Superintendent

NORMAL WORKING HOURS: 8:00 A.M. – 4:00 P.M. Monday – Friday (Hours and days may vary)

PURPOSE OF POSITION: Develop, implement, coordinate, and maintain quality standard systems for the County Board and Providers in Ashtabula County.

JOB DESCRIPTION

Provider Relations:

- Develops, implements and maintains provider quality standards system in Ashtabula County.
- Serve as the initial contact for all provider, DoDD and Medicaid certification queries and assist potential providers through the certification process to identify and educate on appropriate services and requirements.
- Assess, develop and coordinate initial and ongoing training needs of Medicaid waiver providers and/or those seeking Medicaid and/or DoDD certification including, but not limited to, processes, procedures, best practices, and rules requirements.
- Ensures providers meet “minimal compliance;” provide consultation and technical assistance to help them achieve, maintain and improve regulatory compliance, quality practices, and consistency between planned and actual services.
- Facilitate education of potential Medicaid and/or DoDD providers on their role and responsibility as a Medicaid Provider.
- Identify needs for specialized service providers. Engage, build relations, and recruit Medicaid providers to build quality supports to meet identified service needs.
- Facilitate small group meetings between specialized service providers.
- Promote and organize provider fairs in the County with an emphasis on DoDD/Medicaid certified providers.
- Develop and distribute written materials to recruit potential Medicaid providers.
- Conduct and/or coordinate special projects as assigned.
- Communicate meeting discussions and results to appropriate internal departments.
- Prepare and maintain a variety of reports, records, correspondence, and other communication regarding activities of the department.

Quality Assurance:

- Develop surveys and review compiled data to assist the Department in monitoring the effectiveness of programs and providers providing Medicaid covered services.
- Coordinates and/or implements activities to improve systems, processes, and overall quality of services provided by the agency.
- Keep abreast of new developments and best practices on quality assurance/improvement as well as of the statutes, rules, and regulations that provide guidance to the services providers by/through the agency and participate in training for this purpose.
- Patriciates in office, agency, local and/or state committees or meetings as assigned.
- Provides training to ACBDD staff and to the Board as requested. (I.E. Annual trainings)
- Respond to public and agency requests for information relative to quality assurance/provider relations at the County board.
- Create and maintain various files/binders and organizational systems as needed for the Quality Assurance/Provider Relations operations.
• Coordinates, monitors and completes internal quality assurance reviews to ensure that reviews are conducted in a timely manner, that the process used is appropriate and adhered to, that systems issues are addressed, and that appropriate supervisors are made aware of issues with follow up to recommendations.
• Creates and administers Agency satisfaction surveys as a means to drive efficiencies and satisfaction with our internal and external stakeholders.
• May perform Regular, Special and Abbreviated Provider Compliance Reviews as defined by and according to the specifications contained in OAC 5123:2-2-04 and according to directives of the Ohio Department of Developmental Disabilities (DODD).
• Perform other duties and responsibilities as assigned.

MINIMUM ACCEPTABLE CHARACTERISTICS

• Associates degree required. Bachelor’s degree in social work, counseling or related area or five (5) years of equivalent professional experience preferred. Master’s Degree in related area or three (3) years of supervisor experience preferred.
• Must be able to obtain and maintain Service and Support Administration Supervisor Certification per OAC 5123:2-5-02.
• Attend meetings, seminars, conferences, and other job-related training sessions, including state and local meetings as assigned.
• Performs other related duties as assigned.
• Adhere to all ORC, OAC, and ACBDD policies and procedures.
• Promotes positive culture in all areas of responsibility, including but not limited to the individuals served by the county board and their families, Board members, staff members, providers, and community partners.
• Ability to establish and maintain positive professional relationships; principles, practices, and techniques relating to social work; local state, and federal laws, rules, and regulations; and “Rights of Ohioans with Developmental Disabilities”.
• Interpret a variety of instruction in written, verbal, and picture form;
• Collect and track data; complete routine forms; prepare accurate documentation; compile and prepare reports.
• Communicate effectively; maintain records according to established procedures; handle inquiries from vendors and co-workers.
• Working knowledge of rules of the Ohio Department of DD.
• Demonstrates ability to maintain confidentiality.
• Demonstrates ability to present self in a professional manner.
• Develop and maintain effective working relationships; resolve complaints.
• Computer skills, computer operation; and use of modern office equipment.
• Possess excellent verbal and written communication skills.
• Working knowledge of rules of Ohio Department of DD required.
• Demonstrates ability to work independently or in a team process with limited supervision.
• Demonstrates regular and predictable attendance.
• Must possess a State Driver’s License and acceptable driving record as stipulated by the Board’s insurance carrier.
• BCI background clearance.
• Obtain a valid CPR/First Aid certification
• Ability to sit, stand, reach, push/pull and bend.
• Ability to lift 25 pounds.