



Job Title: Quality Assurance Case Aide (QAS4)

Exempt

Department: Children, Youth & Family Services

Status: Full Time

Source of Supervision: Director of Quality Assurance

## **JOB SUMMARY**

The Quality Assurance Case Aide (QAS4) is a practical and administrative support staff to the Community Umbrella Agency (CUA) program from within the Quality Assurance Department. The Quality Assurance Department is an integral part of the Total Quality Management System (TQM) of APM CUA. The QAS4 is responsible for supporting the efforts of the Compliance Specialist and other parts of the TQM Process.

## **Job Requirements:**

- A High School Diploma/GED is required. Bachelor's Degree is highly preferred.
- Prior experience in working in Quality Assurance and/or Child Welfare is preferred.
- Prior experience in finance and/or medical coding is a plus.
- Excellent communication and writing skills.
- Novice Excel skills minimum is required.
- Good customer service skills and a team player.
- Sound judgment, data/analytical, and problem-solving skills are essential.
- Must be proficient in all Microsoft Office applications, including Word, Excel, and Power point.
- Experience working with databases and web based applications.
- Numpad proficiency is a plus.
- Typing speed of 40 wpm minimum is required.

## **Key job tasks/duties/responsibilities of QAS4**

1. Interprets and implements quality assurance standards and procedures in accordance with the Pennsylvania Child Protective Services Law, State regulations, DHS guidelines, and internal policies.
2. Responsible for having knowledge of Child Protective Services Law, State regulations, DHS guidelines, and contractual requirements and informing the Director of any new and/or revised regulations.
3. Track and maintain data that is important and critical to the functioning of the Community Umbrella Agency.
4. Reconcile data between program tracking applications and user entered data to ensure consistency.
5. May perform other duties as assigned.

THE DUTIES AND RESPONSIBILITIES HAVE BEEN EXPLAINED IN FULL DETAIL. I UNDERSTAND THEM AND THE RESPONSIBILITIES INHERENT WITHIN THIS POSITION AND WILL ABIDE BY ITS DICTATES. I FURTHER UNDERSTAND THAT ALL DOCUMENTS AND INFORMATION THAT I COME ACROSS ARE CONFIDENTIAL AND SHOULD ONLY BE DISCUSSED WITH THOSE WHO WORK IN CONJUNCTION WITH THE FAMILY, OR ONLY WITH THOSE WHO WORK WITHIN QUALITY ASSURANCE, HUMAN RESOURCES, AND/OR UPPER MANAGEMENT WHEN APPLICABLE.

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Employee Signature

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Date

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Human Resources Signature

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Date