



EXEMPT – QUALITY ASSURANCE MONITORING COORDINATOR - SHARED LIVING – JOB DESCRIPTION

MANDATE

The primary role of the Quality Assurance Coordinator is to facilitate due diligence in all aspects of monitoring the satisfaction and quality of life of the persons served living in the homes of posAbilities' Shared Living Contractors.

The Quality Assurance Monitoring Coordinator is accountable to the Director of Programs and the Director of Administration.

EDUCATION, TRAINING, QUALIFICATIONS AND EXPERIENCE

- Graduate degree in social work, psychology or related discipline.
- Minimum three to five years of experience working with people who live with mental and/or physical challenges
- Previous case management experience
- Working knowledge of CARF Standards ,applicable contractual and legal obligations
- Clean driving record
- Current Emergency First Aid certification
- Current TB Test clearance
- Criminal Record Check for Children and Vulnerable Adults – clearance
- Class 5 driver's license; acceptable driving record.
- Reliable car as required and \$3,000,000 insurance liability.
- Strong knowledge of Community Living

JOB SKILLS AND ABILITIES

- Strong commitment to the philosophy of people with challenges living and working in the community.
- Demonstrated ability to work within a team setting, with an emphasis on leadership, self-initiative, patience, maturity and tact.
- Excellent written and verbal communication skills
- Understanding of Association's guidelines and procedures for Shared Living Contractors
- Excellent organizational skills and the ability to work with little supervision.
- Knowledge of community resources and services throughout Metro Vancouver.
- Demonstrated ability to communicate effectively and liaise with families and professionals.
- Commitment to ensuring the rights of persons served are protected
- Perceptiveness and keen observation skills
- Curiosity and inquisitiveness
- High level of self-motivation

KEY DUTIES AND RESPONSIBILITIES

- Participates in the development and ongoing review of Monitoring Tool and best practices
- Conducts visits to formally monitor the quality of support provided by Shared Living Contractors to person served.
- Completes case notes for monitoring visits in a timely manner (48 hours)
- Communicates follow up items to the Shared Living Quality Assurance Monitoring Group
- Monitors Shared Living Contractor's compliance with contractual obligations
- Monitors Shared Living Contractor's management of person served's funds
- Applies a safeguard lens when monitoring the wellbeing of persons served
- Records observations of monitoring visits

WORKPLACE & SCHEDULE

The Quality Assurance Monitoring Coordinator is based out of posAbilities Head Office and is required to travel throughout the lower mainland. The Quality Assurance Monitor is expected to work a flexible schedule including evenings and weekends.