Center for Human Services is excited to hire a new team member for our Admin team. We are a thriving community health agency that offers great work environment, including staff who are passionate about and dedicated to the community. CHS is a non-profit organization that has been serving the community for over 50 years!

Center for Human Services (CHS) offers staff EXCELLENT benefits, which include a zero deductible/co-pay health plan and vision/dental, life, and long-term disability insurance, 403b retirement plan with company match, funds for professional development, as well as a generous leave package. Additionally, CHS is a qualified organization for the Public Service Loan Forgiveness Program.

About the position:
The Quality Assurance (QA) Coordinator is responsible for conducting clinical audits of client records. This includes monitoring key performance indicators specific to accreditation, regulatory requirements, and clinical processes, as well as clinical appropriateness of diagnosis, treatment plan, referrals, etc., following the "golden thread". Responsible for providing trainings for clinical staff that will assure or improve quality of client records and service provision. This position does not provide any direct service to clients. Reports to HR Director. This is a full-time, non-exempt position located at our 148th Shoreline, WA office. Salary range is $30.74 - $32.27 per hour.

What we require:
• Masters in Counseling or related field
• Experience providing mental health counseling
• Experience working with electronic health records preferred
• Experience with Quality Assurance or Quality Improvement efforts
• Strong communication skills
• Proficiency with Excel
• Ability to work independently, self-starter
• Attention to detail accompanied by good organizational skills
• Critical thinking skills, persistence, and patience
• Sense of humor

CHS is a non-profit organization with a great work environment, including staff who are passionate about and dedicated to the community. If you want to join an established organization at a time of growth and transformation, this is the place.

To apply, send resume and cover letter to jobopportunities@chs-nw.org. Full job description can be found below:

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**Job Description**

**QUALITY ASSURANCE COORDINATOR**

**GENERAL DESCRIPTION**
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thread”. Responsible for all aspects of monitoring our med services and liaising with the contracted provider. Reports to HR Director.

MAJOR RESPONSIBILITIES - Specific to this position

- Audits clinical records (post 30-day audit) using audit checklist. Uses a rotating schedule to monitor records assigned to each Mental Health clinician
- Uses clinical judgment and knowledge to assure quality care is reflected in client records
- Assures that client records reflect consistent presentation of relevant clinical information throughout all documentation for a client
- Coordinates resolution of outstanding Red Xs in audited files
- Reports findings from all audits to the responsible clinician and managers/directors per department
- Tracks corrections made to chart by clinical staff
- Collaborates with managers/directors to enhance the clinical quality of services, clinical integrity, and accreditation/external audit readiness
- Presents findings and trends from audits to CQI Team at least quarterly and recommends quality improvement activities
- Recommends quality improvement strategies and provides coaching, feedback, and staff training to clinical managers and staff related to identified documentation trends
- Serves as lead for all clinical audit-related activities (including compliance audits, contract monitoring, and CARF reviews) from outside organizations such as reviews from the state, counties, cities, MCOs, and other compliance audits or contract monitoring
- Complies with all applicable federal and state laws, as well as agency policies regarding, privacy, confidentiality, and security of health information, and other designated information.
- Develops and implements a consistent training program for clinical staff on subjects such as completing assessments, developing and using treatment plans, the golden thread, etc.
- Tracks staff participation in training
- Completes other tasks as assigned

MAJOR RESPONSIBILITIES – Agency in general

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally competent approach that is integrated with other services
- Participate in creating and maintaining an equitable and inclusive workplace that values diversity and treats everyone with dignity and respect
- Utilize teamwork and open communication
- Have prompt and consistent attendance during scheduled working hours
- Maintain a positive attitude and represent the agency with pride
- Provide services in a manner that expedites the meeting of contract requirements and program outcomes
- Maintain documentation in a timely, thorough and accurate manner
- Follow agency policies and procedures, RCWs, WACs, CARF standards, and other external regulations
- Follow CHS’s Code of Ethics
- Perform all other tasks as assigned

MINIMUM REQUIREMENTS

- Master's degree in counseling or related field
- Experience providing mental health counseling
- Strong clinical skills and judgment; experience & expertise in mental health service provision
- Ability to communicate effectively, both orally and in writing, in both individual and group settings
- Skilled in the use of computers and related software applications, including intermediate level skills in Excel, Word, PowerPoint, and MS Teams
- Comfortable navigating electronic health records and experience with databases
- Analytical, problem-solving, and decision-making skills
Excellent organization skills
Attention to detail
Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
Demonstrated ability to successfully work within a diverse cultural setting and provide culturally competent services and trainings
Ability to work cooperatively as part of a team
Sense of humor

CHS is an Equal Opportunity Employer

The mission of the Center for Human Services is to strengthen the community through counseling, education and support to children, youth, adults, and families.

Our Values: Model diversity, equity, & inclusion; provide accessibility; champion collaboration; demand accountability; personify integrity; and have fun.