



Center for Human Services

Building a stronger community...one family at a time.

Mailing Address: 17018 15th Avenue NE • Shoreline WA 98155 • 206-362-7282 V/TDD • Fax 206-362-7152 • Email: admin@chs-nw.org

Job Announcement **QUALITY ASSURANCE SPECIALIST**

Want to join an innovative community-based organization? If you value social justice, are committed to providing quality services, and are not afraid of challenges, we want to talk with you. Center for Human Services (CHS) is currently seeking the right specialist to join our team. We offer our staff an EXCELLENT benefit package which includes fully paid (prorated if part-time) health, vision, dental, life, long-term disability insurance, and 403b with match, as well as generous leave package.

The Quality Assurance Specialist supports the Quality Assurance (QA) team in implementing and maintaining high-quality documentation and compliance standards across all clinical programs. This role is responsible for the audit of clinical records, tracking and following up on required corrections, assisting with training, and coaching staff on documentation expectations and trends. This is a full-time, non-exempt position who reports to the Quality Assurance (QA) Manager. Salary range is \$61,984.00 - \$66,976.00 a year depending on credentials and years of experience.

Requirements:

- Bachelors degree in behavioral health or related field preferred
- Attend clinical trainings, including CA/LOCUS, Progress Notes, Treatment Plans and Assessments as part of initial training for the position
- 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
- Experience in behavioral health, healthcare, or related field (clinical documentation experience strongly preferred)
- Strong understanding of clinical documentation standards, including assessments, treatment plans, progress notes, and CA/LOCUS
- Commitment to practicing cultural humility, self-reflection, and continued education on Diversity, Equity, Inclusion, and Belonging topics
- Ability to work cooperatively as part of a team
- Ability to bring a spirit of camaraderie to your professional relationships

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.

We welcome and encourage applications from people of all races, ethnicities, genders, sexual orientations, ages, abilities, religions, backgrounds and lived experiences. Our organization values diverse perspectives and ways of working. Please feel encouraged to apply even if you do not meet all listed qualifications. CHS is committed to an inclusive workplace that provides reasonable accommodations and flexible work arrangements. Reach out and let us know if you need accommodations at any stage of the application or employment process.

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

Job Description **QUALITY ASSURANCE SPECIALIST**

GENERAL DESCRIPTION –

The Quality Assurance Specialist supports the Quality Assurance (QA) team in implementing and maintaining high-quality documentation and compliance standards across all clinical programs. This role is responsible for the audit of clinical



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records, tracking and following up on required corrections, assisting with training, and coaching staff on documentation expectations and trends. This is a full-time, non-exempt position who reports to the Quality Assurance (QA) Manager.

MAJOR RESPONSIBILITIES - Specific to this position

- Audits clinical records using audit checklist. Monitors adherence to accuracy and timeliness to meet accreditation standards and regulatory requirements
- Reports findings from all audits to appropriate clinicians and managers/directors per department.
- Recommends quality improvement strategies and provides coaching, and feedback regarding identified documentation trends
- Assures that client records reflect consistent presentation of relevant clinical information throughout all documentation for a client
- Tracks each step of the QA audit process.
- Monitors QA deadlines and provides follow up to ensure records are updated
- Escalates patterns, high-risk concerns, or non-compliance issues to the QA Manager, as needed.
- Assists in updating and maintaining QA training materials, templates, and reference docs.
- Supports QA manager in preparing quarterly trends data and assists with training sessions, as needed.
- Complies with all federal and applicable state laws and agency policies regarding, privacy, confidentiality, and security of health information, and other designated information
- Meets with the QA Manager weekly to discuss workload and make adjustments, as needed.
- Attends all required meetings (e.g. weekly meetings)

MAJOR RESPONSIBILITIES – Agency in

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally humble approach that is integrated with other services
- Participate in creating and maintaining a safe workplace that values diversity and treats everyone with dignity and respect without regard to race, color, age, religion, creed, gender, gender identity, gender expression, sexual orientation, national origin, marital status, the presence of any sensory, mental, or physical disability
- Utilize teamwork and open communication
- 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 by the supervisor, managers, or directors that further the success of programs and/or the agency

MINIMUM REQUIREMENTS

- Bachelors degree in behavioral health or related field preferred
- Attend clinical trainings, including CA/LOCUS, Progress Notes, Treatment Plans and Assessments as part of initial training for the position
- 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
- Experience in behavioral health, healthcare, or related field (clinical documentation experience strongly preferred)
- Strong understanding of clinical documentation standards, including assessments, treatment plans, progress notes, and CA/LOCUS
- Analytical, problem-solving, and decision-making skills
- Excellent organization skills
- Attention to detail
- Prioritizes tasks and manages time effectively to meet deadlines
- Commitment to practicing cultural humility, self-reflection, and continued education on Diversity, Equity, Inclusion, and Belonging topics
- Demonstrated ability to successfully work within a diverse cultural setting and provide services through the perspective of cultural humility



- Ability to work cooperatively as part of a team
 - Ability to bring a spirit of camaraderie to your professional relationships
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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 & belonging; provide accessibility; champion collaboration; demand accountability; personify integrity; and have fun.



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