# TYPICAL LIFE CORPORATION

# JOB DESCRIPTION

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| **Employee Name:** |  | **Program:** | Administration |
| **Date of Hire:** |  | **Department:** | Quality |
| **Job Title:** | Quality Coordinator |  |  |
| **Supervisor’s Name:** | John Dehaas | **Supervisor's Title:** | Director of Compliance |
| **Effective Date:** | 1/4/2021 | **Date Revised:** | 12/31/2020 |
| **Fair Labor Standards Act:** | Exempt |  |  |

**Position Summary**

The Quality ​Coordinator provides ​a lead role in certified investigations, assists with quality monitoring, pre-licensing, ​inspection readiness activities, coordination of corrective action plans and educational corrective actions and assist​s with other job responsibilities in the quality department.

**Minimum Qualifications**

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| **Education:** | High school diploma or GED |
| **Age:** | Eighteen years of age or older |
| **Ability to Drive:** | Valid PA Drivers license |
| **Clearances:** | Act 13 and 33 clearances |
| **Health:** | Certification from a licensed independent practitioner that the person is free of contagious disease. |

**Essential Job Functions**

The role in certified investigations within Typical Life Corporation ​includes:

* Follow required guidelines of the certified investigators manual issued from Pennsylvania Department of Human Services (ODP)
* Identify and offer training opportunities to employees of TLC as a plan of correction
* ​Be a Certified Investigator or become Certified within one year of employment
* Participate in Administrative Reviews of investigations
* Be aware of and help as necessary to close EIMs within allowed timeframes

Be a member of the organizational Safety Committee.  
As directed go into program sites and evaluate ​inspection readiness of the program, ​locations and individuals.  
Post appropriate information to the organization's intranet as needed.  
Support other administrative team members with their duties.

​Coordinate multi-disciplinary monitors, collect data, present findings, and institute Plan, Do, Act and Review methods when deficiencies are identified.

Be familiar with using Excel, Powerpoint and Word, along with any additional appropriate software to present findings and planned actions to implement improvements.

Work with others in the organization to leverage skill sets to best meet the needs of the Company

Positively interact across all levels of the organization to implement Corrective Action Plans, new initiatives and changes to processes.

* Is cross trained to complete other duties as needed.

Meet certifications to provide direct individual services and to provide direct care services as needed.

To Implement and follow all regulations:

* The Quality Coordinator must be familiar with all regulations. They are responsible to provide services in a manner consistent with regulations and report areas where correction is needed.

To Utilize TLC's Policies and Philosophies:

* The Coordinator must be familiar with TLC's policies and procedure manual and agency ​values and philosophies. Agency philosophies include behavioral psychology, positive approaches, person centered planning, normalization, social role valorization, and everyday lives philosophies.

To be flexible and dependable:

* The ​Coordinator must be flexible and dependable with their schedules to meet the needs of the consumer and agency. This includes arriving to work on time, covering for sick co-workers, being at work during inclement weather and not doing personal activities while working.

Promote a positive culture for all employees to work in:

* Model exemplary leadership to all those internally and externally.
* Hold yourself and others accountable for their actions.
* Work to create a culture of inclusiveness for everyone.
* Treat everyone with dignity and respect.
* Engage in trainings either at TLC or elsewhere.
* Be flexible and dependable.

Model exemplary leadership to all those internally and externally:

* Be flexible and dependable.
* Promote a positive culture for all employees to work in.
* Hold yourself and others accountable for their actions.
* Work to create a culture of inclusiveness for everyone.
* Treat everyone with dignity and respect.
* Engage in trainings either at TLC or elsewhere.

Communicate effectively and respectfully to all internal and external stakeholders:

* Communicate effectively to advocate for the best care and treatment of the individuals in your care.
* Ensure confidentiality is maintained in all communication,

**Physical Requirements**

***\*\*OCCASIONALLY-0-35% OF TIME FREQUENTLY-36-74% OF TIME CONSTANTLY-75% OF TIME \*\****

**Necessary skills/requirements to perform task examples may include but are NOT limited to:**

* + 1. *MUST* be able to lift and/or move at least 50 lbs. pounds in order to assist in life skills, such as bathing, bringing in groceries, physical rescue, and wheelchair assistance.
    2. Weight ABOVE 50 lbs; where assistance is needed, help will be provided for team lift or use of device/tool such as dolly, jack, belts, lifts or as prescribed by ISP.
  1. The employee is frequently required to stand, sit and walk.
  2. Frequently use hands to finger, handle, reach with arms and hands below or at waist level and ABOVE shoulder height.
  3. Occasionally be able to pull, push, lift, carry.
  4. Occasionally be able to stoop, squat, kneel, crouch, crawl
  5. Constantly be able talk or communicate, hear, taste or smell.
  6. Specific vision abilities include close vision; color vision and the ability to adjust focus.
  7. Occasionally be exposed to all outside weather conditions, dust and fumes while working with residents and staff.
  8. Noise level in the work environment may vary from quiet, moderate to occasionally loud, but shouldn’t exceed 85 dBA or require the use of ear protection, (unless otherwise stated & will be provided).

**Possible Additional Duties & Assignments:**

*The duties below are some examples of what might be additionally required but are NOT limited to those listed.*

* 1. Capable of travel to various meetings in the community.
  2. Complete additional jobs as assigned.
  3. Superior judgment and reasoning.
  4. Ability to handle the physical demands of interacting with consumers (see above) or the ability to understand consumer’s behavior and use good judgments to mitigate personal risk.
  5. Ability to drive and transport consumers in a company vehicle.
  6. May be requested or required to follow supervisory direction from an Executive Officer (such as Executive Director) that keeps within the code & conduct of the Organization to better assist the organization, community, consumer or other associate.

I hereby attest that I have read and understand the job description outlined above and will refer to the Organization’s Intranet or Supervisor for questions or concerns regarding duties and requirements.