



## Role Description

<b>Title:</b>	Quality Assurance Specialist
<b>Supervised by:</b>	Quality Assurance & Compliance Manager
<b>Classification:</b>	Full-Time, Salaried, Exempt
<b>Salary:</b>	\$66,000

**Position Summary.** The Quality Assurance Specialist is an essential member of Jubilee’s Quality Enhancement team, helping to ensure quality care and services for adults with intellectual and developmental disabilities. This role conducts quality inspections, supports incident investigations, and assists with creating recommendations that enhance the services and care provided at Jubilee. Success in this position will result in well-written assessments, evaluations, and timely reports that help Jubilee maintain compliance and enhance its services for people with disabilities.

### Responsibilities

- Conduct detailed quarterly inspections of Jubilee’s services to ensure compliance with regulations and enhance the quality of life for people supported by Jubilee.
- Create quarterly tracking updates and reports of annual goals.
- Assist with incident tracking/reporting, investigations/audits, and in-person follow-up as needed.
- Complete and maintain training and certifications required for the role.
- Assist with Human Rights Committee agenda creation and information dissemination.
- Maintain and review notes of incident investigations and witness statements.
- Ensure proposed action plans and recommendations are followed up on and assist with the creation of an action plan.
- Assist with addressing statements of deficiencies received from the Office of Health Care Quality and creating a plan of correction as needed.
- Assist with developing reports to analyze and interpret incident data to ensure compliance and safety.
- Assist with renewing annual Fire Code Compliance permits.
- Assist with conducting QA-related training.
- Collaborate with the Person-Centered Planning team to gather annual satisfaction survey data.
- Conduct at least 12 Personal Outcome Measure assessments by reviewing, compiling, and following up on recommendations by generating reports to ensure quality and compliance.
- Other duties as assigned.

### Qualifications

- Associate degree or equivalent coursework related to the role.
- 2-3 years of related professional experience.
- Advanced reasoning abilities, good judgment and a high level of discretion and confidentiality.
- Advanced written and verbal communication, with strong interpersonal skills. The use of person-first language and thinking is essential.
- Excellent organizational/time-management skills and attention to detail.



- Strong computer skills and understanding of databases and data analysis procedures, ability to learn and use new databases and software: Microsoft Suite, Excel, Monday.com, CQL database.
- Strong analytical skills and ability to compile, organize, and retrieve information and present findings to management.
- Ability to complete milestones and work toward multiple deadlines simultaneously.
- Excellent project and task management strategies.
- Knowledge of disability services regulations and systems is preferred.
- Excellent people skills.
- True passion for the organization's mission; desire to work with and learn from people with intellectual and developmental disabilities.
- Being bilingual (English/Spanish) is always a plus.

**Compensation.** Competitive benefits include four weeks' vacation, health/dental/life/disability, student loan assistance, paid parental leave, retirement, \$1000 annual staff development fund, periodic reimbursement of vacation expenses, and much more.

**All employees must be fully vaccinated before starting work.**

**About Jubilee.** Jubilee Association of Maryland is a faith-based nonprofit that provides opportunities and support for people with intellectual and other developmental disabilities to live in and enrich their community while fulfilling their personal, family, social, and spiritual needs. Jubilee was started by Hyattsville Mennonite Church in 1978 as part of the movement to bring people with intellectual disabilities out of segregated institutions and into the community. Since then, Jubilee has grown to be a leader in person-centered disability services, currently supporting more than 180 people who are included in their communities across Montgomery County, Maryland. The organization has a staff of more than 400 and an annual budget of more than \$30 million. Through partnerships, innovation, and attentive care, Jubilee is a leader in providing the highest quality services and helping its clients demonstrate the power of inclusion. Learn more at [www.jubileemd.org](http://www.jubileemd.org).

Jubilee Association of Maryland is an equal opportunity employer that values a diverse workforce. We are committed to equal employment opportunity regardless of race, color, national origin, citizenship, sex, gender identity, sexual orientation, marital status, age, disability, physical characteristics, veteran status, or religion.