



**JEWISH FAMILY &  
COMMUNITY SERVICES**  
EAST BAY

**JOB TITLE:** Quality Assurance Coordinator

**REPORTS TO:** Director of Parenting & Youth Services

**EMPLOYMENT TYPE:** Part-time 20 hours per week/non-exempt, with potential for full time

**LOCATION:** Berkeley Office

### **OUR AGENCY**

Rooted in Jewish values and historical experiences, and inspired by the strengths of the diverse communities we serve, JFCS East Bay promotes the well-being of individuals and families by providing essential mental health and social services through every stage of life. JFCS East Bay is an innovative, multicultural human service agency that has served individuals and families throughout Alameda and Contra Costa counties since 1877.

The agency's current programs include resettling refugees, providing mental health services to children and families of color, offering immigration legal services, and supporting seniors and Holocaust survivors. Our staff of more than 60 employees is characterized by its dedication, teamwork, warmth, humor, and high professional standards. Agency offices are located in downtown Berkeley (five blocks from BART) and Concord (five blocks from BART), with a satellite location in uptown Oakland.

***JFCS East Bay actively seeks to hire qualified professionals who reflect the cultural and linguistic diversity of the JFCS East Bay and of our clients.***

### **JOB SUMMARY**

Under the direction of the Director of Parenting & Youth Services, the QA Coordinator (QAC) will oversee all quality assurance activities to ensure that all MediCal and Medicare documentation standards are met. A high level of professionalism, as well as upholding the confidentiality of this Agency information, is critical. The QAC is expected to follow internal control policies and procedures, as well as uphold the policies, guidelines, procedures and protocols of JFCS East Bay.

### **JOB DUTIES & ESSENTIAL FUNCTIONS**

- Keep current with documentation requirements, attending meetings and trainings as necessary; communicate changes to clinicians and other agency staff.
- Act as liaison between JFCS East Bay and county staff regarding QA issues, Quality Improvement requirements, and agency contract recertification.
- Send reminders (twice/month) to clinicians when documentation is due.
- Review and approve all charts initially (after 60 days) and annually.

- Follow up with clinicians to make sure that chart reviews are completed and necessary changes are made.
- Visit the Berkeley office approximately once/week to keep paper files up to date.
- Help clinicians with writing treatment plans and other documentation.
- Maintain clinical record keeping manual.
- Train new clinicians on electronic record keeping system and documentation procedures.
- Ensure compliance with HIPAA requirements and serve as HIPAA Officer.
- Support with EPSDT contract compliance.
- Ensure that services are entered correctly and are matched with billing on a monthly basis.
- Work with billing department to resolve outstanding issues.
- Track all staff at JFCS East Bay license expiration dates and send reminders.
- Track all Parenting & Youth staff CANS certification and send reminders and support staff as needed with this certification.
- Track all trainings attended by staff as related to CLAS.
- Enter all timeliness information into INSYST.
- Other duties related to quality assurance as needed.

#### QUALIFICATIONS

- Licensed as an LCSW, MFT, or Psychologist.
- Experience with MediCal documentation.
- Experience with QA activities.
- Exceptional organizational skills.
- Ability to work independently and as part of a team.
- Ability to support clinicians in a gentle but firm way.
- Ability to communicate verbally and in writing in English.

#### COMPETENCIES

- **Computer Literacy:** Use technology effectively in the performance of the job, which includes learning, integrating, and accepting the use of new technology when appropriate. Confidence and fluency using MS Office (Word and Excel) and Google Suite (Drive, Gmail and Calendar).
- **Language:** English fluency required.
- **Work Quality:** Punctual, reliable, works independently and as part of a team and strong attention to detail and high level of accuracy. Is exceptionally organized, efficient, highly motivated, able to handle multiple tasks at once, meet deadlines and take initiative when new systems need to be instituted.
- **Communication:** Has excellent interpersonal skills and can engage with people of all ages, cultural and ethnic backgrounds, sexual orientations, and genders. Is able to clearly communicate verbally and in writing and understand quickly when instructions are delivered. Can exercise good judgment about what information is important, what is not, and what should be communicated, how, to whom, and when.

- **Integrity:** Ability to maintain strict confidentiality related to client, staff, and other agency information.
- **Problem Solving and Critical Thinking:** A proven ability to identify needs, propose solutions, and lead the adoption of new processes.

### **PHYSICAL REQUIREMENTS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Ability to sit and work at a computer for extended periods of time
- Ability to lift and carry up to 10 pounds
- Walking, standing, twisting and bending for brief periods of time
- Occasional reaching and grasping using hands and arms
- Regular use of hands requiring dexterity in using the telephone, keyboard, mouse and calculator
- Regularly required to talk and hear people speaking in person and by telephone
- Visual ability to read documents and a computer screen
- May be required to ascend/descend stairs

### **COVID-19 REQUIREMENTS**

All employees must show proof of vaccination against COVID-19 and follow JFCS East Bay COVID-19 policies. Reasonable accommodations may be made for individuals with medical or religious reasons where they do not cause undue hardship or pose a direct threat to the health and safety of others.

### **COMPENSATION AND BENEFITS**

Salary is \$50/hr. Generous benefit package includes: Medical, Dental, Vision, Life Insurance, FSA/HSA, 401(k) with agency match (after 1 year), 28 paid days off, great colleagues, and a friendly, respectful work environment.

### **TO APPLY**

Please submit a thoughtful cover letter and resume to [currentjobs@jfcs-eastbay.org](mailto:currentjobs@jfcs-eastbay.org). Please include **your name, job title**, and **“PY50”** in the subject line. Position open until filled.

*JFCS East Bay is an Equal Opportunity employer and does not discriminate on the basis of age (40 or older), ancestry, color, religious creed (including religious dress and grooming practices), denial of family and medical care leave, disability (mental and physical), including HIV and AIDS, marital status, medical condition (cancer and genetic characteristics), genetic information, military and veteran status, national origin (including language use restrictions), race, sex (including pregnancy, child birth, breastfeeding and medical conditions related to pregnancy, child birth or breastfeeding), gender, gender identity and gender expression, sexual orientation, or any other protected status in accordance with all applicable federal, state and local laws.*