

# LINN COUNTY CLASSIFICATION

**TITLE: QUALITY ASSURANCE ANALYST**

**NUMBER: 783**

**APPROVAL ORDER NUMBER: 2023-069**

**PAY RANGE: 16**

**DATE: FEBRUARY 28, 2023**

**CATEGORY: MANAGEMENT/EXEMPT**

GENERAL STATEMENT OF DUTIES/JOB OBJECTIVES: Employees in this classification monitor and evaluate professional mental health services provided to clients with mental or emotional disturbances, alcohol and other drug abuse problems, intellectual or other developmental disabilities. Duties include monitoring and evaluating client evaluations, case management, counseling, individual, group and family therapy. Additional duties may include community consultation and technical assistance to other agencies, community-wide or school-based prevention planning and program activities and clinical consultation to other clinicians.

SUPERVISION RECEIVED: Works under the supervision of the Program Manager or designee. A person in this classification is expected to work in a highly independent manner.

SUPERVISION EXERCISED: Exercise of supervision over other employees is not usually a regular responsibility of a person in this classification. A person may be assigned clinical consultation duties in an area of particular expertise or specialization and the Program Manager or designee may designate new employee orientation and training responsibilities.

ESSENTIAL FUNCTIONS: A person employed in this classification must possess the capability to perform the following duties to be considered for and remain this position. The duties are essential functions requiring the critical skills and expertise needed to meet job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

1. Monitor and evaluate work performance in relation to client evaluations to clinic documentation standards to ensure compliance with federal and state billing rules and regulations and record them in the client's chart.
2. Develop and maintain documented workflows, procedures and policies in coordination with other program staff and department management.
3. Provide leadership with updates regarding compliance and fiscal issues, including recommendations for corrective action relating to quality assurance plans and measures.
4. Provide education, technical assistance and consultation to other service providers in relation to the daily use of program systems including the electronic medical record. Recommend workflows and improvement projects to ensure efficient operations.
5. Research, recommend and implement operational and policy changes, including shifts in procedures and system use, based on program data analysis and/or changes in Federal and State regulations and rules.
6. Complete adult abuse and death investigations of persons alleged to be mentally ill under State standards and protocols. Management of critical incident and/or complaint reports, meetings and quality control measures.

7. Develop and maintain effective, harmonious and reasonable work relationships with others.
8. Maintain regular and predictable work attendance.

**OTHER FUNCTIONS:** This classification covers the most significant essential functions performed by an employee in this position but it does not include other occasional work which may be similar to, related to or a logical assignment of this position. Any one position in this classification may be assigned some or all of the duties listed under essential functions or that arise as other functions. The balance of the various duties, responsibilities and/or assignments of this position may change from time to time based upon management's decisions on how to best allocate resources. Any shift, emphasis or rebalancing does not constitute a change in the essential functions of the job classification.

**RECRUITING REQUIREMENTS:** (Additional specific details may be provided by the specific office or department job announcement, if applicable).

**KNOWLEDGE, SKILL AND ABILITY:** Knowledge of the principles and practices of community-based mental health, chemical dependency or developmental disability services. Advanced knowledge of prevention strategies or treatment modalities, counseling strategies and habilitation planning. Considerable knowledge of the functions of other health, social service and education agencies. Ability to learn and comply with the Oregon Revised Statutes, Oregon Administrative Rules, department policies and other regulations that apply to the program area to which assigned.

Professional level skills in performing client evaluations, counseling and case management services or prevention strategies. Ability to conduct thorough client interviews and evaluations and to correctly interpret and effectively communicate the information. Demonstrated ability to exercise sound clinical judgement in appraising complex situations plus the ability to develop and analyze comprehensive individualized treatment or habilitation plans. Ability to develop supportive relationships with other staff. Ability to write and analyze clear and concise reports and client evaluations. Generally, employees in this classification are provided less clinical supervision, are expected to perform with a greater degree of independence and may be assigned regular clinical consultation to other Mental Health Specialists. Ability to develop and maintain effective working relationships with peers, supervisors and professionals in related disciplines.

Ability to use word processing as required by the position.

**EXPERIENCE, EDUCATION AND TRAINING:** Master's Degree in psychology, social work, counseling or related field is required. Two years post Master's Degree supervised experience in a similar position. Oregon licensure as Licensed Professional Counselor or Licensed Clinical Social Worker is preferred.

**NECESSARY SPECIAL QUALIFICATIONS:** Possession of a valid motor vehicle operator's license and an acceptable driving record at the time of appointment may be a condition of employment. Must be able to meet InterCommunity Health CCO credentialing requirements. Certain assignments may require certification by the State Mental Health

and Developmental Disabilities Services Division or the State Office of Alcohol and Drug Abuse Programs following appointment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is generally performed indoors in multiple offices or clinic settings. Work may also involve travel to various community agencies, client homes and schools throughout the County. Work involves a significant amount of locomotion including operation of a motor vehicle and movement from the vehicle to the office, clinic, community agency or school. Requirements include the ability to see, talk and hear; sit stand and walk, bend and stoop; use hands to handle or operate objects, tools or controls, including use of a computer keyboard; reach with hands and arms and lift or move thirty (30) pounds.