



Job Description

Department:	Department of Mental Health	Location:	San Fernando/Canoga Park
Job Title:	QA Assistant Lead	Reports to:	QA Manager
Exempt/Non-Exempt:	Non-Exempt	Revision Date:	01/2025
Position Type:	Full-Time (40hrs/week)	JD Approved by:	Sara Pineda
Pay Range	\$20 - \$23	Apply at:	Daisy.r@ecda.org

Job Description

Position Summary

The QA Assistant Lead will demonstrate adaptability to changing work environment, self-starter, proactive planner, fast learner, demonstrate sound judgment, organized, efficient time management skills, team player, effective communicator (verbally and in writing) positive attitude towards others. QA Assistant Lead will provide guidance to peers and support QA Manager. Ability to interpret policies. Attentive to detail. Computer skills including knowledge of MS office systems, Google office systems, Adobe, etc.

Role and Responsibilities

- The Quality Assurance Assistant Lead is responsible for working in compliance with ECDA, DMH and DCFS Policies and Procedures, Ethical standards and HIPAA laws and guidelines to ensure proper documentation and complete administrative office duties assigned by supervisor or management.
- Ensure electronic charts are in compliance with DMH, ECDA and DCFS standards and assist supervisor and other management staff with Quality Assurance issues (e.g. including protocols, review of charts, etc.).
- Work closely with QA Manager to assist in training new staff and supporting peer QA Assistants.
- Work collaboratively and harmoniously with staff and supervisors to keep documentation in electronic charts current.
- Ensures clients are closed from agency's electronic health record.
- Meet with clinicians and supervisors to assist with any Quality Assurance concerns as needed.
- Attend QA and/or QI Meetings as needed. Will also, lead QA Time Meetings as needed.
- Manage and assist with development of spreadsheets, streamlining of processes and QA policies and QA manual updates to monitor quality assurance/quality improvement practices. Present new processes to staff as needed.
- Assist Receptionist with telephone responsibilities as needed.
- Attend weekly supervision meetings with supervisor.
- Responsible for auditing charts and disseminating information regarding QA findings.
- Responsible for development of weekly and monthly reports as required by supervisor.
- Travel to field locations as needed to network with other agencies. Attending and representing El Centro de Amistad at meetings, trainings, and conferences.

Qualifications and Education Requirements

- Bachelor's degree preferred.
- Bilingual (English/Spanish) with excellent oral and written communication skills.
- Must have great organizational skills, be detail oriented and a self-starter with the ability to multitask.
- The ideal candidate should be personable and have experience in the social services field with familiarity in the mental health field.
- Candidate needs to be motivated and able to communicate effectively, and efficiently, both verbally and in written format.
- Strong computer literacy including Microsoft Word, Excel, Access, Adobe PDF, Outlook, Google Drive, Internet, and other standard equipment.
- Must clear HIPAA certification, Department of Justice, and TB clearance.
- Must have a reliable vehicle/access to transportation, valid California driver's license, and be responsible for all liability on vehicle.



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Preferred Skills

Comment

Candidates must be able to work effectively with their team and Manager, demonstrate adaptability, and can accomplish program goals and objectives. Candidates should demonstrate empathy, courtesy, interest, and a willingness to adhere to safety rules, as well as computer, email, Internet, and dress code policies. Must have valid California driver's license and use of personal vehicle that has liability car insurance. Candidates will receive their required BBS supervisory ratio for client services provided.

The benefits of joining the ECDA team include health insurance, vision, dental, long-term disability, AD&D, life insurance, vacation, sick leave, paid holidays, jury duty, bereavement, and 401K matching.

All employees must demonstrate an understanding, patient, and receptive attitude toward individuals of varied age groups, behaviors, and varied disabilities. Employees must have the ability to maintain composure under stressful conditions. Staff must be able and willing to work with clients who have special needs and/or aggressive behaviors (i.e., biting, kicking, hitting, emotional outburst, etc.). Staff must have behavior management strategies and techniques relating to clients experiencing behavioral difficulties, positive behavioral interventions and applied behavioral analysis.

El Centro de Amistad provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, El Centro de Amistad complies with applicable state and local laws governing nondiscrimination in employment at every company location. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Acknowledgment

By signing below, I acknowledge that I have read and understand the position description for this position, including the working conditions listed below. I feel I am qualified to perform the position duties as described, including the physical and mental requirements as outlined.

By signing below, I feel I am qualified to perform the position duties as described with the following reasonable accommodations:

Employee Name:		Date:	
Employee Signature:			



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Physical Demands:			
	FREQUENTLY	OCCASIONALLY	SELDOM
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carrying	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Seeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Finger Movement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Demands:			
Outside:	Ability to spend 20% of work time outside		
Inside:	Ability to spend 80% of work time indoors		
Noise:	Ability to withstand moderate to high noise levels, including voice levels 90% of time		
Heat:	NA		
Cold:	NA		
Electric Equipment:	Ability to operate office equipment, computer, copier, and cellphones		
Work with Others:	100% of time spent working and interacting with team and other departments		
Reading	Ability to read at a college level		
Writing	Ability to write at a college level		

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by staff members assigned to this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the staff member assigned to this job.

To apply or any questions, please email Daisy Rosales at Daisy.r@ecda.org.