

**JOB DESCRIPTION**

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

**QUALITY ASSURANCE MONITOR**

**Department: Case Management & Permanency**

**FLSA Status:**  **Non-Exempt**

**JOB SUMMARY**

The Quality Assurance Monitor is responsible for implementing and supporting continuous quality improvement (CQI) activities related to internal and external services within the child welfare system. This role focuses on ensuring compliance with performance measures, accreditation standards, and service delivery requirements. In addition to traditional QA responsibilities, the Quality Assurance Monitor serves as a key resource on clinical and behavioral health matters, including oversight of psychotropic medication use and support for children with intensive mental and behavioral health needs. This position reports to the Chief of Case Management and Permanency.

**ESSENTIAL JOB FUNCTIONS**

**Quality Assurance & Continuous Improvement:**

* Conduct comprehensive case file and documentation reviews to assess compliance with performance standards, policies, and procedures.
* Lead and support continuous quality improvement activities, including case file reviews, performance scorecard monitoring, incident tracking, exit interviews, complaints and grievances, satisfaction surveys, and departmental performance oversight.
* Analyze, interpret, and summarize data to identify trends, assess performance, and develop actionable strategies for improvement.
* Develop, revise, and support implementation of policies and procedures related to quality improvement and service delivery.
* Assist with tools and systems used to monitor performance and support data-informed decision-making.
* Participate in Council on Accreditation (COA) activities, including self-assessments, documentation, and site preparation.
* Prepare reports, data summaries, and presentations for the PSF Board of Directors’ Quality Assurance Committee.

**Clinical Oversight:**

* Provide training, consultation, and coaching to Dependency Case Managers and other staff on issues related to psychotropic medication, behavioral health service coordination, and documentation.
* Conduct monthly audits of children prescribed psychotropic medications to ensure compliance with legal and clinical requirements.
* Support training and technical assistance for staff and caregivers on medication compliance, clinical documentation, and behavioral health practices.
* Remain current on behavioral health best practices and regulatory guidance related to psychiatric services and child welfare.

**Collaboration & Stakeholder Engagement:**

* Represent PSF at internal and external meetings, workgroups, and community forums related to quality assurance.
* Coordinate with Information Technology and data teams to ensure alignment of QA processes and reporting systems.
* Develop and maintain professional relationships with stakeholders to advance quality and clinical outcomes for children in care.

*The position may involve acquiring, accessing, using, and safeguarding Protected Health Information according to applicable law and agency Policies and Procedures for Protected Health Information.*

**QUALIFICATIONS**

**Required:**

* Bachelor’s degree in Social Work, Psychology, Health Care Administration, Counseling, or a related human services field.
* At least 3 years of experience in child welfare, quality assurance, or behavioral health, within the Florida Child Welfare System.
* Valid Florida driver’s license, reliable transportation, and acceptable driving record.

**Preferred:**

* Master’s degree in Social Work, Psychology, or a related discipline.
* Experience with psychotropic medication oversight and behavioral health coordination.
* Familiarity with FSFN (Florida Safe Families Network) and other child welfare systems.

**Knowledge, Skills & Abilities:**

* Strong analytical and auditing skills with attention to detail.
* Clinical knowledge related to child and adolescent mental health and psychotropic medication.
* Understanding of CQI principles, accreditation standards, and performance management.
* Excellent interpersonal, communication, and presentation skills.
* Ability to coach and consult across departments and disciplines.
* Proficiency in Microsoft Office and data management systems.

**PHYSICAL DEMANDS**

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

* Sitting/Standing: Particularly for sustained periods of time.
* Manipulating: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
* Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
* Kneeling: Bending legs at knee to come to a rest on knee or knees.
* Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
* Reaching: Extending hand(s) and arm(s) in any direction.

**WORK ENVIRONMENT**

Work is performed primarily in a safe and secure office environment. This position may require occasional same day travel. This position may require infrequent overnight or weekend and night travel.

**AAP/EEO STATEMENT**

Partnership for Strong Families is an Equal Opportunity/Affirmative Action/ Drug Free Workplace and does not tolerate discrimination or violence in the workplace.  Applicants requiring a reasonable accommodation as defined by the Americans with Disabilities Act, must notify the Human Resource Department at 1-352-244-1527.  Notification to the Human Resource office must be made in advance to allow sufficient time to provide the accommodation.

**DRUG-FREE WORKPLACE**

Partnership for Strong Families maintains and enforces a Drug-Free Workplace program.  New employees are required to be drug tested prior to employment.  In appropriate circumstances, current employees may also be required to submit to drug and/or alcohol testing.  Information on the Drug-Free Workplace Policy is contained in the Employee Handbook and set forth in the Drug-Free Workplace Policy, both of which are available through the organization’s inter/intranet.

**Signature Block:**

By signing below, I agree and understand that I must satisfactorily perform each responsibility set forth to continue my employment with PSF.

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**Employee Name (Print) Supervisor’s Name (Print)**

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**Employee Signature Supervisor’s Signature**

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**Date Date**