

# **SOUTHERN ARIZONA AIDS FOUNDATION**

## **QUALITY ASSURANCE SPECIALIST JOB DESCRIPTION**

**Scope of Work:** The Quality Assurance Specialist has responsibility for monitoring and assisting in the evaluation of the overall quality of services provided within the Care Services Department, under the supervision of the Quality Management Coordinator. Responsibilities include program review of eligibility recertification for clients.

The Quality Assurance Specialist is a full time, forty (40) hours per week, non-exempt position.

### **Functional Responsibilities:**

- Performs program review of eligibility recertification for clients for them to access Ryan White Part B services. Responsibilities include, but are not limited to, mail, phone, and face-to-face contact with clients through Case Managers/Peer Counselors in obtaining information for compliance with Part B program eligibility and residency requirements.
- Assists in obtaining documentation about clients' access to care.
- Reviews Care Services contractual program performance measures and quality assurance requirements to ensure compliance in program implementation.
- Performs electronic and paper chart reviews to monitor compliance with contractual performance measures and quality assurance measures.
- Provides monthly reports from the database system to the Quality Management Coordinator and Program Managers regarding program compliance and performance measures.
- Assists in preparation of monthly, quarterly, and annual contract reports to granting entities with primary focus on data extraction and compilation.
- Responsible for monthly and annual client-level data uploads and data reporting for the Ryan White Part B Program.
- Assists in development, coordination, and implementation of program satisfaction surveys. Responsibilities include coordination of mail merges, mailings, survey response tracking and analysis.
- Serves as member of Care Services team.
- Attends department and agency staff meetings.
- Performs other duties as assigned.
- Reports to Quality Management Coordinator.

**Minimum Qualifications:**

- Appropriate fingerprint clearance through the Arizona Department of Public Safety (paid for by SAAF).
- Bachelor's degree and/or two years' minimum administrative work in a social services or quality assurance environment.
- Competence with Microsoft Office - particularly Excel - applications and database systems.
- Proof of COVID-19 vaccination, with the possibility of applicable and approved exemption accommodation request.
- Have access to reliable vehicle, a valid Arizona Driver License and a record that would be supported by our insurance carrier.

**Preferred Qualifications:**

- Ability to create reports from database systems.
- Strong organizational skills, capable of problem solving and working independently.
- Knowledge of Program Evaluation methodologies.
- Knowledge of HIV/AIDS issues.
- Effective oral and written communication skills.
- Bilingual (English/Spanish).

**Compensation:** Minimum rate of pay \$15.89-\$19.47 per hour, DOE; benefits include health, dental, and life insurance; long- and short-term disability insurance.

**To Apply:** Submit letter of interest, and resume with dates of employment to the Director of People and Culture, Southern Arizona AIDS Foundation, 375 S. Euclid Ave., Tucson, AZ, 85719, e-mail to [hr@saaf.org](mailto:hr@saaf.org) or visit [www.saaf.org](http://www.saaf.org).

**Affirmative Action:** The Southern Arizona AIDS Foundation is an Affirmative Action/Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability.

People who use (or used to use) drugs, current or former sex workers, people of color, women, members of the LGBTQIA communities, those who have experienced housing insecurity, people who have received harm reduction services, and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.