



Quality Assurance Assistant

Location: 1400 East 5th Avenue, Knoxville, TN 37917

Full-time / Salary: \$30,000 - \$32,000 annually

Sertoma Center is now hiring a Quality Assurance Assistant for our Knoxville based facility providing DIDD and ECF services to adults with Intellectual and Developmental Disabilities throughout the county.

The **Quality Assurance Assistant II** is responsible for maintaining records of people supported according to quality assurance standards and applicable regulations, maintaining a component of attendance records, conducting review analysis of Service Plans, reviewing, analyzing and trending satisfaction surveys and unannounced visits, conducting and coordinating implementation of self-assessment activities using TN DIDD survey tools as well as ECF, CQL and HCBS waiver tools. The QA Assistant is also responsible for maintaining and monitoring day trip logs, including communication about same to supervisors and case managers. Responsibilities will include other job duties as assigned by the COO.

This position reports directly to the Chief Operating Officer and has working relationships with the COO, the Quality Assurance Coordinator, the QA Assistant, Admin Staff, Case Managers, Clinic Staff, Day, Residential, ECF Coordinator, and the ECF Billing/QA Assistant. This position will also work with external monitors and surveyors from various outside entities; Independent Case Managers, Independent Support Coordinators and Support Coordinators.

Familiarity with basic medical terminology, ability to use Microsoft Office programs, previous clerical or office experience and previous experience working in the TN DIDD system is preferred.

Requirements for employment include:

- Bachelor's Degree Preferred
- Valid Tennessee Driver's License with 3 years good driving record (no more than 2 moving violations in the past 3 years)
- 5 years verifiable work history (time spent as a student can be substituted)
- Ability to pass a criminal background check
- Ability to pass a pre-employment drug screen
- **Physical Requirements of this position** include sight, hearing, voice, ability to use a computer, ability to manipulate files weighing up to 10 lbs.

Please apply today at <https://www.sertoma.com/careers>

We look forward to working with you!

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