



American Academy of Pediatrics, California Chapter 3
Job Description: Quality Assurance & Contract Specialist

Background

The San Diego Chapter of the American Academy of Pediatrics (AAP-CA3), a 501c3 organization, is the trusted leader for children’s health and well-being, providing oversight to key initiatives benefiting children and families in the region. We are looking for a Contract & Quality Assurance Specialist to join our growing team.

Quality assurance and contract adherence are integral to achieving strategic priorities identified by the AAP-CA3. Current priorities, related to this position, are to ensure contract compliance with grant funder requirements and programmatic excellence through validating the quality of services delivered. This role works with others in the organization to ensure quality assurance system processes are compliant to internal and external requirements.

AAP-CA3 is looking for a self-starting, passionate, and energetic professional, experienced in overseeing both contract and programmatic compliance by ensuring standards are outlined and implemented according to internal and external compliance expectations and develop tracking and reporting systems. Supports implementation, auditing, risk-management, reporting, performance, and evaluation.

- Title** Quality Assurance & Contract Specialist
- Project(s)** First 5 First Steps, others as needed
- Reports to** Project Director, AAP-CA3
- Job Type** Full Time, Salaried
- Location** San Diego County (Due to COVID-19 all employees working remotely until further notice)

Job Summary

- Assist the Project Directors and support staff with project management activities to ensure implementation tasks are completed.
- Maintain expert knowledge of all contracts and contract deliverables.
- Ensure compliance with all applicable state and federal laws and regulations and with the standards of the accrediting/certifying agencies.
- Develop and maintain tracking systems to ensure contract and fiscal requirements are met.
- Assist in preparing and maintaining documentation for all site visits and audits by County and State entities.
- Maintain detailed audit findings and documentation of follow-up.
- Monitor staff compliance with contractual obligations and report to management.
- Facilitate and coordinate internal and external quality assurance audits.
- Conduct client file and supervision reviews for compliance with documentation standards which include, but are not limited to, evidence-based practice requirements, delivery of specific curriculum, policies and procedures, and training records.
- Collect, summarize, analyze, and monitor programmatic data to ensure high quality outcomes and adjust efforts as needed.

- Develop narrative and data reports to monitor and evaluate quality performance in meeting established goals related to the quality assurance work plan.
- Respond timely and accurately to inquiries related to other contract service delivery and documentation requirements.
- Work with other chapter staff including program, fiscal, and administrative.
- Other duties as required.

Additional Responsibilities

- Analyze problems, perform needs assessments, and adapt broad guidelines to achieve desired results.
- Utilize quality improvement practices to implement quality assurance work plan.
- Provide guidance to program staff on new processes and systems and supporting program staff in interpreting and using analysis for program improvement.
- Research and remain current on regulations, legislation, and ethical practices to guarantee organizational practices are updated and in compliance with laws and contracts.
- Develop, implement, and tailor Standard Operating Procedures and Policies and Procedures.
- Diligent about consistently guarding confidentiality.

Qualifications

- A Bachelor's degree in related field.
- Have at least 3 years of experience in a related job function or industry experience in quality assurance, contract compliance, and health and human services.
- Self-motivated, independent worker who can also work as a team player.
- Exceptional communication and customer service skills; display a professional can-do attitude.
- Adaptable and able to respond quickly to changing ideas, responsibilities, expectations, trends, strategies, and other processes at work.
- Have a strong sense of prioritization and can coordinate multiple demands in a high-pressure environment.
- Extreme attention to detail and very high-quality standards.
- Ability to interpret contracts and develop tracking systems and policies/procedures to meet goals.
- In-depth knowledge of procurement regulations, contract documents, and legal specifications.
- Possess strong analytical skills with good numerical skills and an understanding of statistics.
- Detail oriented, able to enter data accurately.
- Embraces relevant technology and actively improves his/her skills through informal and formal learning.
- Use of quality assurance and project management software and apps is preferable.
- Proficient with MS Office suite (including PowerPoint presentations and Excel). Tableau and other data analytics experience is preferable.

Other

- Must have transportation, valid California driver's license and proof of insurance.
- Travel in San Diego County is required.
- Must be able to lift a minimum of 30 lbs.
- Flexible work location and schedule with possible nights and weekends.
- Salary commensurate with experience.

Working Environment

- Pleasant indoor office environment
- Ability to hear sufficiently for phone conversations and quiet, confidential oral discussions
- Ability to speak clearly and concisely enough to be understood
- Ability to sit for long periods of time in meetings or at desk
- Ability to bend and pull occasionally to access files, equipment, and supplies
- Ability to travel in vehicle with substantial driving primarily in San Diego County

Physical Demands

Walking and Standing (Mobility)	Less than 30%
Sitting	More than 50%
Hand and Finger Dexterity	More than 50%
Close Vision	More than 50%
Talking and Hearing	More than 70%
Lifting Less than 40 pounds	Seldom
41 to 60 pounds	Never

Ability to perform these essential functions will be used by Executive Director to determine if reasonable accommodation is possible for a disabled employee protected by the Americans with Disabilities Act.

AAP-CA3 is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

To apply, please forward resume to Minou Sadeghi at msadeghi@aapca3.org.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.