



Job Title: Quality Assurance Director

Location: The Residence at Benning Metro 4501 Blaine Street NE Washington, DC 20019

Hours: Full-time

Job Summary:

The Quality Assurance Director is responsible for assisting the Resident Care Director to plan, organize, direct, and monitor the Quality Assurance program and the education and training programs for the community, related to Quality Assurance (QA), for all staff members in compliance with Federal and State regulatory requirements.

Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Directs and monitors the Quality Assurance program and the education and training programs, related to QA, for all staff members to meet policy and District requirements.
- Works in collaboration with other department heads on QA initiatives.
- Conducts quality assurance projects as they relate to survey readiness for the District.
- Participates in staff meetings/conferences involving the implementation and coordination of QA initiatives.
- Advise the facility Executive Director, Director of Nursing, and/or Department Heads regarding potential resident care or life problems.
- Prepares a variety of related records and reports to meet District standards.
- Evaluates service provision to assure quality standards, emergency preparedness policies, related audits, evaluations, and resident health.
- Serve as the Manager on Duty for weekend on-call rotations.
- May perform basic resident care, including the passing of medications.
- Assist Department Heads and staff in the evaluation of programs and effect changes as necessary to improve programs and assure compliance with regulatory requirements.
- Establish and maintain tracking systems for identified state reporting.
- Develop and implement appropriate plans of action to correct identified deficiencies as needed.
- Perform administrative requirements such as completing forms, writing reports, etc., and conduct the Quality Assurance monthly meeting.
- Participate in meetings as directed.
- Develop auditing schedules for all Departments as well as audit development when identified.
- Maintain tracking logs, incidents and accidents, medication errors etc. and monitor for trends requiring corrective actions.
- Assist the Director of Nursing in the investigation of incidents, injuries, and medication errors for response.
- Develop and deliver educational programs revolving around all components of Quality Assurance for resident care and the community, including orientation for new employees and programs to address the Quality Assurance process and Regulatory guidelines.
- Assist in reeducation of staff when developing corrective action plans from completed audits or chart reviews.

- Maintain the confidentiality of all resident care information.
- Ensure resident rights are maintained at all times.
- Lead the Quality Assurance meeting monthly to report on all data collection results from monthly audits and the selected plans of correction.
- Plans of correction will be written by the Department involved in conjunction with Quality Assurance and reported to the Executive Director and Director of Nursing.
- May perform other duties as assigned.

Minimum Qualifications:

- Registered Nurse with a current license in good standing.
- Certification or licensed per state guidelines.
- Must successfully complete all HallKeen Assisted Living Communities specified training programs.
- Able to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Able to deal with problems involving a few concrete variables in standardized situations.
- Able to work various schedules and shifts as needed.
- Must have submitted and completed a Criminal Background check per District requirements.
- Must provide a medical certification from a licensed healthcare provider confirming that the employee is free from communicable disease including TB in compliance with state regulation at hire and annually thereafter.

Required Behavior:

- Appearance is neat, clean, and according to dress code.
- Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; deals with service failures and prioritizes customer needs.
- Able to clearly present information through the spoken word; reads and interprets complex information; talks with residents, family members and customers; listens well.
- Able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
- Able to work cooperatively with a group of people to achieve goals and objectives.
- Able to be tactful; maintains confidences, and fosters an ethical work environment; prevents inappropriate behavior by coworkers; gives proper credit to others; handles all situations honestly.
- Able to keep an open mind and change opinions on the basis of new information; performs a variety tasks and changes focus quickly as demands change; manages transitions effectively from task to task; adapts to varying customer needs.

Physical Demands:

- Physically able to move at least 50 lbs. without assistance.
- Physically able to bend, reach, and work in small areas.
- Physically able to push and pull equipment and furnishings.

Benefits:

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

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