



*A Supported Living organization committed to positively impacting lives,  
both individually and in the larger communities it serves*

## **Job Description**

### **Quality Assurance Facilitator (QAF)**

Reports to: Community Support Facilitator (CSF)      Position Number:  
Classification: Non-Exempt      Timebase: Full time (40 hrs total: 20hrs/week QAF, plus  
rotational on call)  
Physical Location: Client Households & Community Pay: Hourly, plus optional IHSS hours for benefits eligibility,  
Hourly pay for overnight shifts to cover staff gaps.

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#### **Summary/Job Function:**

Supervises and coordinates activities of personal attendants who support adults with developmental disabilities to accomplish daily living activities primarily at the person's home and/or occasionally in the local community. Help the individual to be a known and valued member of his/her local community.

The Quality Assurance Facilitator (QAF) provides oversight of the entire staff assigned to work in specific client homes, ensuring the quality of the personal care and support to meet the goals and objectives of the individual consumers that they serve. The QAF is expected to spend time with each client each week to maintain open communication and oversight of assigned case loads. The majority of work is accomplished in the field at various client homes.

#### **Essential Duties and Responsibilities:**

1. Supervise and coordinate activities of personal attendants engaged in providing direct Supported Living Services to the consumers we support by ensuring that goals are being worked on, household duties are maintained, staff are at their assigned shifts, and coordinating fire/earthquake/safety drills on a monthly basis for all clients;
2. Inspect emergency kits and grab and go bags on a quarterly basis;
3. Observe and evaluate employee performance to ensure quality service and compliance with goals of objectives of the individual receiving support, and following the policies and procedures of Trinity CHANGE and provide input to the CSF to facilitate timely feedback to employees;
4. Ensure clients are trained in emergency protocols and receive ongoing practice to maintain their skills, and explain company policy to clients and staff as needed;
5. Scheduling of staff in When to Work to meet the needs and requirements of the consumer receiving service;
6. Investigate and resolve client grievances regarding employee performance and services rendered. If not resolved, provide documentation to the Executive Director related to the investigation, along with recommendations;
7. Act as the primary communication liaison for staff related to daily clients activities;
8. Coordinate filing of all SIR's (Special Incident Reports) to San Andreas Regional Center, and review and resolve ongoing issues proactively as opportunities arise to do so;
9. Analyze and record personnel and operational data and provide input to the Community Support Facilitator for regular activity reports for the benefits of the consumer, Circle of Support and/or the regional center or other agencies as needed;
10. Inspect work areas and operating equipment to ensure a safe and appropriate working environment, with a focus on health and hygiene;
11. Maintain adequate inventory of supplies, equipment and provide necessary training to ensure quality and timely service and efficient operations;
12. Assist CSF with intake assessments for new clients requesting supported living services by interviewing the client and other key individuals in that person's life, reviewing documentation, and drafting a written assessment describing the support needs of the individual for a successful supported living plan;



13. Hold on call duties on a rotational basis with other members of the administrative team;
14. Performs related duties as assigned, including covering direct care shifts for clients as needed.

**Knowledge, Skills, and Abilities:**

1. Knowledge of management principles related to leadership techniques, and coordination of people and resources;
2. Knowledge of principles of Supported Living Services, Self-Determination, and Person-Centered Planning, and ability to communicate and apply these through assessment and evaluation of services rendered;
3. Ability to employ active listening, critical thinking and teaching skills to assist and support the employees working with individual consumers;
4. Awareness of the reactions of others and ability to actively look for ways to support and assist the consumers and the employees who support them to meet goals and objectives in their homes and in their communities;
5. Ability to resolve interpersonal conflict, and communicate by listening and speaking while maintaining the dignity and respect of all parties involved;
6. Ability to analyze situations and determine if and when intervention may be needed to avoid potential problems;
7. Computer literacy and strong written literacy skills;

**Qualification, Education & Experience**

High School Diploma (or equivalent) required, Associates degree or Bachelor's degree in related field preferred, 2 to 3 years previous work-related skill, knowledge or experience preferred. Previous supervisory experience preferred, but Trinity CHANGE will train an individual with appropriate prior direct care experience in some circumstances. This position may be a promotional position for personal attendants who are interested in career advancement in the organization.

**Certificates, Licenses, Registrations**

A personal vehicle, valid California Drivers License and valid insurance required. *Valid California Driver's License with proof of clear driving record and Department of Justice clearance are required prior to providing direct service to any consumer.* Valid CPR/First Aid certification also required.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk, listen, and lift and/or move more than 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in specific home environment(s) and out in the surrounding communities, as dictated by the needs of the individual(s) requiring support. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.