



## Job Description

### Case Management Quality Assessment/Quality Improvement Analyst

**Department:** Workforce Development Programs (WFD)  
**Reports To:** Workforce Development Programs Manager  
**FLSA Classification:** Exempt  
**Wage Range:** 8/9

**Position Summary:** Under the direction of the Workforce Development Programs Manager, the Case Management Quality Assessment/Quality Improvement (QA/QI) Analyst is responsible for ensuring program case management staff are trained in conducting client assessments and know how to effectively utilize assessment information to identify individual client's unique barriers and develop effective, appropriate service and referral plans to support clients' successful achievement of self-sufficiency.

The position is part of the Workforce Development Program team which supports the South Puget Intertribal Planning Agency (SPIPA) consortium Tribes in increasing Tribal member employability through workforce development, education, and training programs. The position is located at the Intertribal Professional Center (IPC), Shelton, WA, and will require regular travel to Tribal Sites located in Nisqually, Shoalwater Bay, Squaxin Island, and Skokomish as well as our County Sites located in Silverdale and Tacoma.

#### **Responsibilities:**

- Develop staff training curricula on topics such as: performing systems complex assessments, how to develop and support low-income clients in comprehensive service plans, how to consistently apply regulatory guidelines in providing services, how to record ongoing outcomes appropriately and accurately during the case management process.
- Monitor client compliance with services plans and develop quality assurance and quality improvement activities for case managers to use in client documentation.
- Review and monitor activities within regular intervals for effective improvements that have been adopted and implemented as strategies towards best practice case management standards.
- Continually seek methods and strategies to develop and grow the services that the QA/QI provides to the Workforce Development Program and member Tribes.
- Regularly report to the Workforce Development Programs Manager on case management quality assurance and quality improvement activities.
- Review client records to assess and ensure compliance with internal policies, procedures and standards of care or service.
- Plan, schedule, and conduct monitoring and data analysis activities.
- Make recommendations and provide staff training regarding opportunities for improvement and best practices implementation.
- Facilitate regular meetings with case managers with an emphasis on best practices and adherence to WFD Policy and Procedures Manual

- Provide indicator data to program managers and supervisors or other designated groups to analyze performance, recommend planned targets and monitor progress in accomplishing targets.
- Work collaboratively with program team for quality, seamless, customer services.
- Assist program staff in addressing systemic issues with service plans so that client progress towards achieving their program goals is discussed and documented.
- Work collaboratively with other program staff to support successful client benchmarks.
- Other duties as assigned.

The Case Management Quality Assessment/Quality Improvement (QA/QI) Analyst, as an employee of the South Puget Intertribal Planning Agency, is expected to collaborate, engage, and work closely with all SPIPA programs to fully support the agency's Vision, Mission, and Core Values in accordance with all agency directives.

**Minimum Qualifications:**

- Bachelor's Degree from an accredited university in Education, Administration, Social Work, or related field preferred and a minimum of one (1) year experience providing employment and training services to low-income adults; *or*
- An Associate's Degree in Education, Administration, Human Services, or related field and three (3) years' experience providing employment and training services to low-income adults; *or*
- High School Diploma with minimum of at least five (5) years' experience providing employment and training services to low-income adults.
- One year experience working in a Native American community preferred.
- Knowledge of quality management techniques, procedures, principles, and evaluation methodologies.
- Applicant must have knowledge of the Federal and State TANF regulations or similar program.
- Must have strong computer skills with five plus years using Microsoft Office or similar software.
- Ability to work constructively in difficult situations and resolve conflict effectively.
- Must be able to work in a team environment.
- Proven ability to make decisions and work independently.
- Possess a valid Washington State Driver's license and have proof of auto insurance.
- Pass a background investigation including confirmation of work experience.

**Physical Abilities:** Bending at the waist; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard; hearing and speaking to exchange information; seeing to read reports and data; occasionally lifting medium objects generally less than 25 pounds. Occasional travel to conferences and other SPIPA or Tribal Community locations.

**Salary/Fringe Benefits:** Compensation for this position starts in the 8/9 range on the SPIPA salary scale. Starting wage is \$29.48 to \$32.58 per hour Depending on Qualifications. Benefits include medical, dental, vision, life insurance and agency contribution to a retirement program.

**Confidentiality:** This position will have knowledge of confidential personal information regarding others. The employee will be required to sign a Confidentiality Agreement and adhere to applicable standards.

**Equal Opportunity:** SPIPA is an equal opportunity employer. However, Native American preference applies in that we seek to hire qualified enrolled members of SPIPA consortium Tribes, federally recognized Tribes or Alaska Natives. Minimum qualifications must be fully met for all applicants to be considered for employment.

**Drug-free Workplace:** SPIPA is committed to providing a drug-free workplace for its employees, volunteers, and the communities it serves. This position requires successful completion of a pre-employment drug test.

**To Apply:** Complete a SPIPA Employment Application packet **(See Resume is not sufficient for application material)** and send with cover letter stating why you believe your qualifications make you the best fit for this position and resume including three work related references to:

Mickiel "Archie" Smith - Human Resources Manager  
South Puget Intertribal Planning Agency  
3104 SE Old Olympic Hwy  
Shelton, WA 98584  
archiesmith@spipa.org

**SPIPA Employment application is available online at <http://www.spipa.org> under Job Opportunities or by calling (360) 426-3990**