



## HOPE Atlanta Job Description

### Title: SSVF Quality Assurance Data Specialist Team Lead Job Summary

- I. **Position:** The Quality Assurance and Data Specialist Team Lead provides direct support to the Veterans Services director of CQI and Community Engagement by monitoring systems to promote data integrity, program follow up, compliance and program regulations. This is a full-time position that functions by conducting audits, drafting quality standards, advising management on ways to improve operations, and evaluating employee data and compliance performance according to SSVF Program Guide and SSVF HOPE Atlanta Policy and Procedures.
  
- II. **Reports To:** Veterans Services Director of CQI and Community Engagement
  
- III. **Job Responsibilities:**
  - Compile Data and support completion of required reports.
  - Assist with Special projects.
  - Assist with preparation of Agency, VA, and CARF monitoring reviews.
  - Provide detailed review of documentation to ensure quality, regulatory compliance, consistency across programs and audit-readiness.
  - Assist with preparing and modifying documents including form revisions.
  - Assist with Overseeing Peer Review and oversight of file compliance.
  - Ensure that 90-day recertifications are performed in a timely manner and that no TFA's are submitted if the recertification was not performed.
  - Ensure that there is a case note for every TFA request as well as the need for funds.
  - Ensure that move in dates are entered into HMIS.
  - Recon Salesforce with ClientTrack/HMIS
  - Review case manager SharePoint files for organization and documents uploaded.
  - Assist with reviewing and assigning certified cases for enrollment or closing in ClientTrack/HMIS
  - Provide training, oversight, and support to the team regarding changes in policy and process and other duties as assigned.
  
  - Document service delivery and maintains accurate and timely documentation and is responsible for consumer confidentiality. Enters veteran information into ClientTrack/HMIS or other tracking forms either in real time or within 48 hours of activity including monitoring and documenting progress of veterans and outcomes.

- Assist with running the HMIS monthly VA upload report, prepare the error clean up report and distribute to team for correction of any issues.
- Work with team to coordinate and develop monitoring reports, track data errors and identify trends, utilize reports and trends to identify training needs.
- Maintain consumer confidentiality.
- Participates in all appropriate staff, supervision, and training meetings.
- Participate in outreach and community engagement projects.
- Complies with all company safety, personnel, and operational policies and procedures.
- Assumes other duties as needed and assigned by the Veterans Services Director of CQI/Comm Engagement and Senior Director

#### **IV. Qualifications:**

- Bachelor's degree with at least 3 years' experience with the homeless population and Quality Control (preferred) or related field, or 4 years of experience in program coordination, supervising staff, counseling, case management and/or crisis intervention with homeless and at-risk families and/or individuals in crisis.
- Experience with Electronic Records
- Possess basic computer skills and Excel
- Must be sensitive to and respect cultural diversity amongst client, staff, and volunteers and be able to work with diverse racial, ethnic, and economic groups.
- Must be able to work independently and utilize critical thinking skills initiative to maximize ability to meet deadlines.
- Must be proficient with data management and information systems and have a working knowledge of MS Office programs.
- Must be able to adapt quickly, flexible with a strong attention to detail.
- Mental Health/Human Services experience preferred.
- Strong written, interpersonal and communications skills
- Ability to foster emerging leadership.
- Experience working with veterans preferred.
- Must have knowledge of homeless issues, skills in community resource development.
- Well organized, a self-starter, and able to work as a member of a team.
- Must possess a valid GA drivers license, with a good driving record.
- Must have reliable transportation.

**V. Additional Requirements:**

- Must handle new and diverse work problems on a daily basis. Personal maturity is an important attribute. Must be able to resolve problems, handle conflict, and make effective decisions under pressure. Must have the ability to listen objectively to people, perceive the real problem, and assist in bringing issues to a successful conclusion. Must relate and interact with volunteers, clients, contractors, visitors, and employees at all levels within the Agency.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Employee Name: \_\_\_\_\_