

**NORTHWEST FLORIDA AREA AGENCY ON AGING, INC**  
**JOB DESCRIPTION:**  
**QUALITY ASSURANCE SPECIALIST ASSISTANT**  
**Page 1 of 3**

**POSITION DESCRIPTION:** To perform duties of Quality Assurance Specialist Assistant for Planning and Service Area 1, to perform assigned duties in social service administration and monitoring intended to provide general oversight of the area agency's service programs within the PSA.

**DISTINGUISHING CHARACTERISTICS OF POSITION:** This is a part-time (24 hours weekly, 8 a.m. until 5 p.m.) professional position requiring a high degree of independent action for project development, monitoring, coordination, evaluation and technical assistance. Duties are varied requiring diligent and responsible actions, good judgment and initiative while operating within the frame of general guidelines set forth by the Northwest Florida Area Agency on Aging, Inc. (NWFLAAA), the Florida Department of Elder Affairs (DOEA) and the federal government; working with minimal supervision; using clear and concise oral/written communication, interpersonal and public relations skills. This employee shall interact with area agency staff as well as with DOEA, other agencies and vendors, organizations and the general public.

**SUPERVISION RECEIVED AND EXERCISED:** the employee in this position works under the supervision of the Quality Assurance Specialist.

**EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:** (NOTE: These examples are intended only as illustrations of the various types of work performed by employees in this class. The omission of a specific statement does not exclude a task from the position if it is similar, related or a logical assignment to the job).

1. Assist in oversight of programmatic provision of Older American's Act (OAA), Community Care for the Elderly (CCE), Home Care for the Elderly (HCE), RELIEF and Alzheimer's Disease Initiative (ADI) services in the PSA and conduct regular programmatic monitoring of those programs. Complete detailed monitoring reports to the Quality Assurance Specialist, Department of Elder Affairs, providers and board members.
2. Assist with regular training and ongoing technical assistance to service providers on all OAA, CCE, HCE, RELIEF and ADI programs.
3. Assist with the completion of reports, including annual reports, on OAA, CCE, HCE, RELIEF and ADI programs on the use of volunteer resources and other specific areas, as directed by the Department of Elder Affairs.

**JOB DESCRIPTION: QUALITY ASSURANCE SPECIALIST ASSISTANT**

**Page 2 of 3**

4. Assist with the oversight of service provider's provision of services.
5. Regularly consult with the Quality Assurance Specialist regarding the service needs of the elderly in each of the four counties, the adequacies of existing services, the feasibility of establishing new program initiatives, and ways in which existing services can be improved.
6. Act as an advocate for the elderly and facilitate community awareness of the needs of the area's elderly.
7. Represent the agency to service providers, other agencies, vendors, organizations and groups serving the elderly and the general public as authorized by the Quality Assurance Specialist.
8. Attend professional meetings, workshops, seminars and training conferences to be informed of changes and advances in the field of gerontology.
9. Assist the Quality Assurance Specialist to ensure data entry is complete and services are provided within 72 hours for Adult Protective Services high risk referrals. Reconcile monthly DOEA/DCF APS Exception Report.
10. Perform other duties as assigned.

**JOB DESCRIPTION: QUALITY ASSURANCE SPECIALIST ASSISTANT**

**Page 3 of 3**

**PHYSICAL REQUIREMENTS OF THE POSITION:** Employees must be able to maintain effective audio-visual discrimination and perception as needed to make observations, read and write, make practical mathematical computations and communicate with others. Employee must maintain mental capacity which permits her/him to make sound decisions, use good judgment, adjust to changing circumstances and emergencies, demonstrate intellectual capabilities and work effectively with others, specifically older adults and a diverse populace. Employee must maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following: sitting or standing for extended periods of time, driving, traveling by air, and operating assigned office equipment such as telephones, computer, calculator, tape recorder, and copy and fax machines.

**EXPERIENCE AND EDUCATION:**

Experience – five years experience with a public/private agency targeting elders.  
Education – a degree in social services or related field, mastery of basic computer skills.  
Experience may be substituted for a degree.

**LICENSURE OR CERTIFICATION:** Valid Florida driver's license

**SALARY RANGE:** \$13,728 - \$22,800 annually

**REPORTS TO:** Quality Assurance Specialist