



Qualified Professional

Full job description

SUMMARY:

The QP is responsible for overseeing services in conjunction with the MCOs and other stakeholders. This includes maintaining a caseload of consumers while assisting with and maintaining the requirements for all reauthorization and national accreditation. The responsibilities as outlined below:

JOB RESPONSIBILITIES:

Provide assistance with Medical Records securing all pertinent records (court documents, birth certificates, social security card) for individuals served by the agency.

Participate in Individual Service Plan (ISP) meetings for consumers on assigned caseload making service-related recommendations as needed and maintaining a

person-centered approach.

Ensure all established requirements are met for case plans, case reviews, home visits and supervision plans to maintain excellent consumer care.

Accurate and timely completion of Critical Incident Reports according to state mandates and submitted, as per criteria to IRIS within 72 hours of the incident.

Ensure that the state-mandated home visits are completed, and any additional if warranted, to maintain optimum quality of service delivery.

Ensure that all case manager /QP paperwork and documentation are submitted to the Director according to the established time frame and date.

Complete consistent review of data in the assigned computer billing system to ensure timely documentation of service delivery notes.

Weekly review and submission of completed data to the Payroll Specialist for billing processing according to established timelines.

Remain current on changes with programs and suggest appropriate program changes as indicated.

Ensure compliance with applicable federal, state and agency statutes, administrative codes, policies and procedures.

Provide support as a First responder to any questions or problems with the providers on caseload with complete

compliance.

Participate actively in Client Rights Committee bringing violations of clients' rights.

Maintain optimum communication with providers, stakeholders and referring agencies ensuring that all information needed for effective performance is received.

Attend pertinent training offered by our agency, contracted agency, MCO or MCO affiliate to ensure that you are equipped with the latest information needed to perform your job at optimum.

Remain current with changes in MCOs' requirements and that of Waiver.

Observe and maintain confidentiality as mandated in HIPAA regulations and that of UCF with total compliance.

Provide support to Medical Records staff with Quality Assurance activities including case file reviews on a quarterly basis.

Provide guidance to direct care staff by coaching, motivating, training and developing activities.

Provide necessary reports and paperwork in a timely manner.

Respond to all crisis calls, on caseload, during work hours whether in the home, community or day program.

Provide oversight with the hiring and of direct staff

Work closely with Compliance Specialist to ensure AFL homes remain in optimum standards according to state requirements

allowing for a safe environment and providing initial walk-through for licensure.

Coordinate efforts with the Director to ensure the provision of regular training to new and existing staff.

Provide all providers on caseload with annual evaluations with 100% accuracy

Complete a minimum of 20 hours of in-service training hours each year of employment. These hours must include the mandatory areas of Medication Administration, Seizure Management, Blood Borne Pathogens, Health & Safety & Community Awareness, CPR/FA, and EBPI.

Work in collaboration with Training Coordinator to meet the training needs of Providers on diagnoses and areas of need and increase understanding of types of behaviors to expect.

Prepare and conduct Provider annual performance reviews and initiate disciplinary actions when appropriate according to agency policies and procedures.

Ability to prepare and present cohesive information to staff and management.

Perform other duties as assigned.

REQUIREMENTS:

Must have a Bachelor's degree in the Human Services field and 2 years of supervisory experience.

Must have at least 2years of job-related experience AND/OR 5

years with none Human Services Degree.

Demonstrate ability, knowledge and understanding of MH

Ability to analyze and problem solve.

Ability to work as a team member.

Ability to multi-task.

Excellent organization skills.

Must demonstrate excellent interpersonal and communication skills.

Excellent written and oral communication skills.

Excellent work ethics.

About Us:

At TSGBH we believe in accessible and transformative mental health care for all. Join our team and be part of a family that listens, acts, and transforms lives.

Employee 's Signature: x_____ Employee's Full Name:

_____ Date:
