



## **Data and Quality Assurance Manager**

At Multi-Service Center (MSC), we believe that equity, connection, diversity, integrity and belonging make us a stronger team to achieve our goals. Our mission is to uplift communities by increasing equitable access to advocacy, opportunities, and well-being. By joining MSC, you too, can be part of the team that works to empower individuals and help create thriving communities. If you are looking for something that contributes to your sense of purpose and impacts our local community, then you will want to know more about us, our values and culture, and our opportunity.

We offer a comprehensive benefits package that includes a choice of two health plans, dental and vision plan paid by the employer; life insurance (1X annual base pay) and long-term disability insurance (60%); FSA, HRA; 401K; 3 weeks of vacation to start, 12 days sick leave and 14 paid holidays including your birthday; Family building benefit up to \$3,000, and a Sabbatical program for tenured employees. You can find more information on the [Careers Page](#) of our website.

The Data and Quality Assurance Manager administers the State Long-Term Care Ombudsman Program's information and data management system. Designs and conducts special studies analyzing trends, identifying areas of concern, and utilizing data effectively to present the program's work to auditors, funders, policymakers, and the public. Responsible for the collection and management of all program data, including maintenance of the primary data system and other data. The QA manager will be asked to analyze program data for the purposes of program quality assurance, reporting, grant/contract compliance, monitoring outcomes, and program evaluation. The manager is expected to make proactive efforts to train and support all ombudsmen. Will work closely with the LTCOP State Office, Assistance State LTC Ombuds, and the State Data Coordinator with a special focus on compliance with federal and state laws, policies, and contracts, maintaining the integrity of program statistics, and the data management system.

### **Status, Schedule, Location:**

- Non-Exempt, Regular, full-time.
- Monday to Friday 8:30 AM to 5:00 PM.
- Location: **FEDERAL WAY**: 1200 S 336<sup>th</sup> ST, FEDERAL WAY, WA 98003.

### **Wage/Salary Range:**

- Salary Grade 15: **MIN \$30.77 - MID \$35.01 MAX \$40.25**

- The ranges shown should be used as an estimate and are affected by many factors, including your overall experience and qualifications, and other considerations.

## **Overview of Responsibilities:**

### **Management of Data and Information:**

- Management of all state long-term care ombudsman program databases and records for reporting requirements and quality assurance.
- Follow confidentiality and security of program information and database management system per LTCOP Ombuds laws, MSC policies, and contracts.
- Responsible for the upkeep of all data management, such as upkeep of the provider licenses, accuracy of information entered in the system, routinely and timely manner.
- Provide regional and staff ombuds training and technical support in using the program data management systems, collection of data, meetings, and analysis as requested.
- Monitor and review data for accuracy, grant reporting, and federal reporting requirements under the Older Americans Act.
- Maintain information on the organization's website (learn and use WordPress) for accuracy and relevancy.
- Collect data in a timely manner, review and analyze information for state reports related to contract compliance, funding, and the creation of reports required under all contracts-national, federal, and local reporting. This includes assisting in generating reports and data information for the host entity as requested.
- Create training resources for staff and volunteer ombuds as needed.
- Collect feedback from ombuds in order to improve training, data management, reporting, and quality assurance.

### **Compliance and Monitoring:**

- Assist the State LTC Ombuds or their designee with monitoring contractor compliance, which includes programmatic, legal, and financial components.

### **Reporting and Analysis:**

- Work on short- and longer-term study projects as requested.
- Identify efficiencies and ways to improve systems, data collection, and utilization of program information, and proactively propose solutions and ideas to State LTC Ombuds at any time.
- Identify problems or risks to the program and promptly bring them to the attention of the State LTC Ombuds or their designee.

### **Website and Digital Management:**

- Provide website management and coordinate website management with others, including the webmaster.
- Manage Constant Contact, including distributing digital information and creating digital campaigns.
- Create or work with a graphic designer, as requested, for outreach projects, social media, public policy, and training activities.

### **Additional Responsibilities:**

- Act as a backup member of the State for other tasks related to the program, such as responding to internal customers (ombudsmen, MSC, Volunteers) and external customers (public, residents, elected officials).
- Assist with coordinating statewide training, public policy, and outreach activities as needed. Make appointments for lobby day, coordinate/assist with hosting events, and communicate with key partners.

### **Requirements**

- A High School Diploma is required.
- Bachelor's degree in public administration, social work, education, computer science, statistics, or business is required. Other degrees will be considered. 4 years of work-related experience would be considered in lieu. Or 2 years of work-related experience with an associate degree in addition to the required experience.
- Minimum one year of experience analyzing and interpreting data and creating quantitative and qualitative reports.
- The employee must maintain certification as a Long-Term Care Ombudsman and meet the following conflict of interest **WAC 365-18-040 Conflict of Interest** guidelines:
  - Ombuds cannot be employed by, manage, or work as a paid consultant or independent contractor for a long-term facility, currently or within the last one year.
  - Ombuds or a member of his/her immediate family cannot have a significant ownership or investment interest in a long-term care facility or service, currently or within the last one year.
  - Ombuds cannot have a direct involvement in the licensing or regulation of a long-term care facility or long-term care service, currently or within the last one year.
  - Ombuds cannot solicit or receive gifts, money, or estate property from a resident unless the resident is a relative.
  - Ombuds cannot be assigned to a long-term care facility in which the Ombudsman or a member of his/her immediate family is a resident.
  - Ombuds shall not use this position for any financial benefit, direct, indirect, or implied.
  - Ombuds shall not conduct or engage in political or religious activities at the long-term care facility she/he is assigned.
  - Ombuds cannot have direct personal involvement in the provision of involuntary services or involuntary commitment of a resident.
- Attention to detail with the ability to work on long-term and short-term projects, including the ability to spot trends.
- Ability to work with minimal supervision and prioritize own work.
- Strong organizational, analytical, and written communication skills
- Excellent customer service and interpersonal skills.
- Ability to keep information confidential.
- Strong communication skills orally and writing.
- The ability to create outreach materials with graphics skills is highly preferred.
- Proficiency in Microsoft Office 365 Suite, including SharePoint, OneDrive, Outlook email and calendaring, and standard Office applications.
- Intermediate knowledge of MS Office and SharePoint.

- Beginners' knowledge with growth potential in learning how to create training for ombuds, i.e. Mon Ami data system.
- Knowledge of WordPress for website management

### **Join our mission!**

To apply, please send your resume and cover letter to [jobs@mschelps.org](mailto:jobs@mschelps.org)

No phone calls, please.

Multi-Service Center is committed to creating a diverse and inclusive environment. MSC is proud to be an Equal Opportunity Employer. MSC welcomes all qualified applicants and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.