



## QUALITY ASSURANCE SPECIALIST I/II

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

### FLSA STATUS:

Quality Assurance Specialist I – Non-Exempt  
Quality Assurance Specialist II – Exempt

### DEFINITION:

Under general supervision (Quality Assurance Specialist I) or direction (Quality Assurance Specialist II), implements program compliance with fraud, waste, and abuse prevention, performing quality assurance audits, training, monitoring, and processes to maintain the Tri-City Mental Health Quality Assurance Program in accordance with specified county, state, and federal laws and regulations, including the Health Insurance Portability and Accountability Act (HIPAA); develops systems and standards for best practices for compliance evaluation and reporting; conducting quality assurance, audits, training sessions; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision (Quality Assurance Specialist I) or direction (Quality Assurance Specialist II) supervision from the Quality Assurance Supervisor. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS:

Quality Assurance Specialist I: This is the entry-level classification in the Quality Assurance Specialist series. Initially under close supervision, incumbents learn and perform routine compliance and quality assurance duties, while learning Authority policies and procedures. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Quality Assurance Specialist II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Quality Assurance Specialist II: This is the journey-level classification in the Quality Assurance Specialist series. Positions at this level are distinguished from the Quality Assurance Specialist I by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**ATTACHMENT 8-D**

**Quality Assurance Specialist I/II**

**Revised 03/18/2026**

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Positions in the Quality Assurance Specialist class series are flexibly staffed; positions at the Quality Assurance Specialist II level are normally filled by advancement from the Quality Assurance Specialist I level; progression to the Quality Assurance Specialist II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Quality Assurance Specialist II level.

### **EXAMPLES OF ESSENTIAL DUTIES**

Essential duties include, but are not limited to, the following:

*Positions at the Quality Assurance Specialist I level may perform some of these duties and responsibilities in a learning capacity.*

- Assists with maintaining the Authority's quality assurance program in accordance with federal, state, and local laws and regulations, Authority rules, guidelines and values; develops systems and standards for compliance evaluation; implements training, monitoring, and processes to ensure that Authority activities are in compliance with specified laws; conduct strategic analysis, evaluate programs and recommend ways on how to improve and integrate the quality assurance message into all aspects of the Authority's business and human relations.
- Evaluate and monitor information related to program operations and quality of care, program design, methodologies, and outcomes; analyzes fraud, waste, abuse, information management and privacy, and other applicable violations; quality assurance and audit results; and policies, strategy, and regulatory materials.
- Coordinate the development and implementation of reporting processes and systems; conduct risk assessments and analyses; plan and conduct compliance, evaluation, and related training sessions; and use technical and analytical expertise to develop findings, provide consultation, and make recommendations to supervisor and leadership.
- Monitors and tracks all phases of the audit cycle; selects appropriate records, reviews and inspects client records to ensure compliance and evaluates the quality and effectiveness of services; provides feedback, guidance, and support to clinical programs; documents findings and tracks outcomes; creates audit outcome reports and recommendations on issues relating to the program area; disseminates feedback to appropriate staff in the clinical program, and provides follow-up with supervisors and managers to ensure completeness.
- May perform investigations of highly sensitive or complex issues related to quality assurance and clinical programs, diagnosis, clinical quality of care and make recommendations to supervisor and leadership.
- Compiles, monitors, and reports performance outcomes related to quality assurance and compliance and provides support to clinical department with outcome measures and general support with quality assurance performance measures; serves as contact for clinical programs and services.
- Assists in determining the type and frequency of training needs; collaborates with the Quality Assurance Supervisor in the design and delivery of training; develops job specific training manuals to be used during staff training for each health center implementation and ongoing support.

- Coordinates with the Quality Assurance Supervisor in the implementation of policies and procedures concerning best practices and compliance issues. Assist in development and or lead implementation of priority projects to ensure the agencies compliance with quality assurance.
- Reviews charts in the Electronic Health Records (EHR) system to monitor clinical staff records and to ensure compliance; trains staff and interns on documentation standards, new processes and on the chart review process.
- Assists with the facilitation of all internal and external quality assurance audits; assists program staff in preparing for audits; assists with collaborating on the implementation of any corrective action as a result of the audit.
- Provides consultation to and responds to inquiries, requests, and/or complaints related to quality of care and quality assurance.
- Participates in any training needed, and may serve as a liaison for agency, county, state meeting, committee, and compliance groups on monthly or quarterly basis; facilitates quality assurance meetings, workshops, and committees in order to enhance documentation quality within the agency.
- Creates and maintains internal quality assurance bulletin and or notices and provides this information to clinical program leadership and staff on an as needed basis; maintains and archives external quality assurance bulletins and documents through tracking system.
- Maintains records to ensure that staff and providers have appropriate licensure, credentials, education, training, and other required certification.
- Stays abreast of new trends and innovations in behavioral health, prevention and early intervention, curriculum development, training, and other areas of assignment.
- Keeps abreast of all federal, state, county and Authority compliance policies and procedures and all regulations pertaining to quality assurance and documentation; researches and analyzes protocols, best practices, policy issues, pending legislations and regulations, and makes recommendations to Supervisor regarding impact on agency and services; disseminates knowledge to clinical department and ensure compliance on a continuous basis.
- Facilitates, maintains, monitors, compiles compliance results, and follows through with site Medi-Cal certification requirements under county, state, and federal regulations.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

Education:

- Quality Assurance Specialist I/II: Equivalent to a bachelor's degree with major coursework in behavioral health, social work, or a related field.

Experience:

- Quality Assurance Specialist I: Two (2) years of experience in working in compliance or quality assurance in a behavioral health or social services setting.
- Quality Assurance Specialist II: Four (4) years of increasingly responsible experience working in quality assurance in a behavioral health or social services setting.

Substitution for required Quality Assurance experience may be made as follows. All substitutions are subject to the maximum limits stated below.

*Clinical Experience Substitution:*

One (1) year of clinical experience is equivalent to six (6) months of quality assurance experience. A maximum of four (4) years of clinical experience may be substituted, which is equivalent to two (2) years of quality assurance experience.

OR

*Advanced Degree / Registered Nurse Substitution:*

A Master's degree, Ph.D., or Registered Nurse (RN) credential with coursework in behavioral health, social work, or a related field is equivalent to one (1) year of quality assurance experience, maximum.

OR

*California Licensure Substitution:*

Possession of a California license as a Marriage and Family Therapist (MFT), Licensed Clinical Social Worker (LCSW), Professional Clinical Counselor (PCC), Clinical Psychologist, or Psychiatric Registered Nurse is equivalent to two (2) years of Quality Assurance experience, maximum.

*Positions at the Quality Assurance Specialist I level may exercise some of these knowledge and abilities statements in a learning capacity.*

**Knowledge of:**

- Rules, regulations, policies, and standards related to the development, evaluation, and audit of mental health programs for conformance with specified laws.
- Investigation methods, techniques, and procedures including information gathering, and process documentation.
- Principles of research and analysis.
- Assessment techniques to identify key ethical, compliance, and quality assurance issues.
- Mandated training programs and design and delivery of training to improve and maintain Authority's awareness and compliance with legal standards.
- Standard diagnostic and reference tools used by mental health professionals, such as the Diagnostic and Statistical Manual (DSM).
- Familiarity and knowledge of how to navigate and work in an Electronic Health Record system.
- Standard record documentation including methods and techniques of record keeping, report preparation and writing.

- Principles and practices of direct client service delivery.
- Theories of modern behavioral health assessment and treatment.
- Legal and ethical standards of behavioral health and quality of care within behavioral health.
- All applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Ability to provide a high level of customer service, interacting and effectively dealing with the public, community-based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Models of quality assurance and improvement practices.
- Modern equipment and communication tools used for business functions and programs, projects, and task coordination, including computers and software programs relevant to work performed.

### **Ability to:**

- Perform critical decision-making skills to identify issues, formulate solutions, and articulate recommendations for best practice.
- Develop program evaluations, analysis, and audits to ensure compliance with ethical, legal, and professional requirements.
- Analyze data for program evaluation, development, and improvement.
- Develop and provide effective training and evaluation of programs to ensure proper application of Authority rules, regulations, and guidelines governing workplace behaviors and ethics.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Serve as a resource for Authority staff tasked with ethics and compliance responsibilities.
- Provide effective training and evaluation of programs to ensure proper application of Authority rules, regulations, and guidelines governing workplace behaviors and ethics.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Understand scope of authority in making independent decisions.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize and prioritize work, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

## **PHYSICAL DEMANDS (ADA)**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds.

## **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

In accordance with California Government Code Section 3100, Tri-City Mental Health Authority employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.