



Care & Comfort

Behavioral Health ~ Home Health

Are you a professional multi-tasker with an eye for detail?

Quality Assurance Specialist

Full-time, Waterville Office

We are seeking a full-time **Quality Assurance Specialist** for our Behavioral Health division, located at our Waterville Office. This position will assist with ensuring compliance in record-keeping, filing, tracking of internal and external regulatory requirements, and many other aspects related to the quality of documentation and services provided by the Agency.

Responsibilities include:

- Monitoring client services and records to assure quality assurance and continuous quality improvement.
- Opening and closing client records.
- Reviewing paperwork for accuracy and compliance, identifying issues and providing feedback for correcting issues.
- Educating management and clinical staff on paperwork processes.
- Scanning and e-mailing documents.
- Tracking data in spreadsheets.
- Filling external records requests.
- Copying and mailing treatment/service plans.
- Updating spreadsheets and database in accordance with policy & procedures.

Qualifications

High School Diploma/GED and at least one year of relevant office experience is required. Prior experience in a healthcare or decentralized environment is preferred.

The successful candidate will possess:

- Proven accuracy in daily work and ability to meet sensitive deadlines.
- Ability to multi-task while maintaining accuracy.
- Professional phone skills.
- Working knowledge of MS Office & Outlook.
- Good verbal and written communication skills.
- Knowledge of, or experience with HIPAA and electronic medical records is preferred.

Work Schedule/Availability

Full-time; (40 hours/week.) Day shift – Monday-Friday; occasional evening and weekend work may be required.

Benefit Opportunities

We offer a competitive compensation and benefits package to all of our full-time employees including:

- *Employer-contributed Health Insurance*
- *Voluntary Dental, Short-Term Disability and Life Insurance*
- *Dependent Care Flexible Spending Account*
- *Employer-matched 401(K) Retirement Plan*
- *Paid time off including holidays*
- *Free parking.*

If interested in applying for this position, please go to careandcomfort.com/applynow. You will be invited to create an account with Care & Comfort and fill out an Employment Application.

We are an Equal Opportunity Employer