

# **RIDE CONNECTION POSITION DESCRIPTION QUALITY ASSURANCE COORDINATOR**

**Position Title:** Quality Assurance Coordinator  
**Position Reports To:** Contracting & Compliance Supervisor  
**Full-Time Equivalent:** 100%  
**Positions Supervised:** None  
**Status:** Non-exempt

## **Position Summary**

The Quality Assurance Coordinator coordinates all aspects of provider/driver complaints, incidents and collisions including documenting, investigating and follow through of the Medicaid Non-emergent Medical Transportation (NEMT) program. Escalates safety-related, ADA, Title VI and HIPPA concerns. Monitors trends and reports concerns to Supervisor. The Quality Assurance Coordinator must work both independently, and manage multiple projects assigned by the Contracting & Compliance Supervisor. In this position, discretion and confidentiality must be exercised in protecting and releasing information.

## **Core Accountabilities**

**Agency Values** – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values

- Recognize, nurture and appreciate our customers and staff, paid and volunteer.
- Maintain collaborative relationships with Service Partners.
- Deliver safe, personalized transportation options.
- Assure honest, reliable and accountable business relationships and practices.

**Teamwork** – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

**Respect and Caring** – Consistently and respectfully interact with others in a compassionate and professional manner. Maintain confidentiality.

**Effective Use of Resources** – Use office and position resources effectively. Make efficient use of the time and talents of others.

**Initiative** – Show independence and ingenuity. Demonstrate creativity in problem solving, contributing new ideas and solutions.

## **Lead by Example**

### **Major Duties and Responsibilities**

- Coordinates all aspects of provider/driver complaints, incidents and collisions including documenting investigation and follow through
- Escalates all complaints that are safety related, ADA, Title VI, or HIPAA.
- Prepare reports and provides analysis
- Assists with coordinating problem-solving activities to identify effective corrective actions and process improvements
- Maintains collection systems of statistical data to assist with prediction trends that will improve safety and security of transportation services
- Interact with providers, contact center, dispatch manager to identify opportunities to improve quality and establish feedback system
- Support the work with Partner agencies, Transportation Coordinators and Drivers to continuously improve quality of service
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Develops, maintains and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Represent Ride Connection in a professional manner to our service partners, our funders, and the community
- Effectively communicates the mission and purpose of Ride Connection
- Provides superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience
- Participates in required training programs and attends all staff meetings as required
- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

### **Required Qualifications**

- Two years college level coursework or equivalent training or the equivalent combination of education and/or relevant experience
- Ability to analyze transportation service delivery and recommend improvements and solutions
- Ability to work with a diverse group of individuals including staff, Ride Connection's network providers, community and government agencies, volunteers, and riders to design methods for improving communication and safety
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- Ability to communicate professionally, effectively and pleasantly on the phone, and to take and relay complete messages

- Strong organizational skills and ability to manage multiple responsibilities within a specified timeline
- Excellent interpersonal, oral and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and handling problems
- Ability to pass a National Criminal Record Check which includes fingerprint identification
- Ability to work as a team member with a diverse group of people
- Ability to understand and follow written and oral instructions
- Ability to give clear and concise directions, both orally and in writing
- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Ability to meet prescribed deadlines
- Ability to adapt to a rapidly changing environment
- Effective problem-solving skills
- Effective listening skills

### **Preferred Qualifications**

- Experience in implementing quality improvement systems
- Knowledge of Federal and State of Oregon rules and statutes pertaining to programs receiving government funding for transportation
- Experience in demand-response transportation
- Ability to understand and speak more than one language
- Experience working with older adults and people with disabilities
- Experience and passion working for a Non-Profit organization

### **Physical Requirements**

- Repetitive motion
- Prolonged sitting
- Office environment
- Extensive use of the computer
- Extensive visual/hearing involvement
- Extensive telephone verbal communication
- Occasional lifting of items from below the knees or above the shoulders
- Occasional lifting up to 40 pounds

**Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.**

**Ride Connection is an Equal Opportunity Employer.**