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.