



POSITION TITLE: Quality Service Analyst	POSITION NUMBER: Various
REGION: Various	LOCATION: Various
CURRENT CLASSIFICATION LEVEL: SPO24	DATE: September 2009
SUPERVISOR POSITION NUMBER: Various	SUPERVISOR'S TITLE/CLASSIFICATION: Manager of Quality Service

PROGRAM

Community Living British Columbia [CLBC] delivers support and services to individuals with developmental disabilities and their families. CLBC staff strives to adhere to the corporate vision ***Good lives in welcoming communities.***

PURPOSE OF POSITION

Quality Service Analysts are responsible for representing CLBC as the primary point of contact for service providers. They perform the lead role in negotiating contracts, with manager approval, reviewing and monitoring contracts for service quality according to CLBC requirements, developing and approving new resources, managing service requests and ensuring crisis response systems and resources are available. The position is responsible for negotiating costing details and developing support and service contracts as well as the subsequent ongoing monitoring and evaluation of the services being provided for all agreements (i.e. both contract compliance by service providers as well as quality and appropriateness of services being provided). Analysts review individual support plans when CLBC funding is requested, allocate funded supports and develop CLBC funded services. Analysts work together as a team to identify and resolve systemic issues and service gaps. They also perform an active role in the allocation and management of local budgets to ensure the equitable, consistent and portable allocation of resources. The safety, security and well being of adults and their families is paramount.

SPECIFIC ACCOUNTABILITIES/DELIVERABLES

Analysts ensure quality service delivery by:

- Monitoring services
- Verifying service provider outcome reports
- Identifying service issues for resolution
- Proactively resolving complaints or concerns

Analysts work with Contracted Agencies/ Service Providers:

- To negotiate contract costing details and advise on requirements for corrective action in contracted service delivery
- To identify opportunities for agency service re-organization and assist with the implementation of same.

Analysts work with Facilitators:

- To consult about individuals' support requests and needs, service availability and resource suitability, to assess a variety of issues such as "at risk" situations for joint resolution and to implement approved supports and services outlined in support plans
- To ensure that individuals and their families receive information about individual resource allocation decisions
- To assist individuals and their families who are experiencing a crisis

Analysts work with the Community:

- To recruit and develop new service relationships; to respond to enquiries and provide information on supports and services, guidelines, etc.

Analysts work with Government Agencies and Authorities:

- To provide) information to assist in the investigation of licensed residential resources
- To ensure service collaboration and develop cost-sharing agreements
- To create innovative options and responses to address individual and community needs

KEY DUTIES INCLUDE:

- Developing standardized service contracts or Individual Funding Agreements outlining goals, deliverables, terms and conditions, standards/ quality assurance procedures, outcome and financial reporting requirements; negotiates costing details and quantities within available budgets and established parameters
- Receiving monitoring reports from service providers and individuals, families and friends; and when contract is individualized reviews to ensure plan objectives have been met; identifies potential issues, at risk concerns and service problems; conducts on-site reviews as necessary and investigates service provider competency issues; and as appropriate involves facilitator and family for adjustments to plan to address objectives and goals; advises Quality Service Manager of major recurring systemic problems
- Receiving financial reports from service providers and reviews details to ensure delivery of agreed upon services for approved funding supports (both individualized and global funding); provides feedback on corrective action requirements to improve/ address service deficiencies; monitors implementation and/ or recommends contract cancellations as required
- Identifying key issues for their manager, including gaps in services and trends

for resolution, with service providers developing new approaches to addressing individual needs

- Responding to urgent service requests and crisis situations Proactively resolving informal complaints or concerns;
- Analyzing individual support plans to assess the fit between disability related need and requests for CLBC funded supports and services
- Liaising with manager and other key Quality Service staff regarding current funding limitations or delays and participate as a team member in local budget management
- Notifying facilitators of decisions about providing CLBC funded services, after reviewing a plan is reviewed, and provide information about funding limitations or delays
- Documenting and updating information about individual service requests in CLBC information systems

Performs other related duties

EDUCATION

Business related Bachelor Degree preferably with a human service orientation or work experience, OR 10 years recent relevant community living experience. Experience working in Community Living field and with social service resource development and contract management or equivalent is preferred.

SKILLS & ABILITIES

KNOWLEDGE OF:

- Existing CLBC policies (i.e. program and administrative)
- Contract and budget management
- Relevant legislation (e.g. Community Living Authority Act, Community Care Facilities Act,)
- Values and principles of community living (e.g. inclusion, community participation, citizenship)
- Person-centred planning and community engagement processes

ABILITY TO:

- Respond to external and internal enquiries
- Review and analyze plans and service requests for CLBC funded supports and make the funding decisions
- Negotiate and contract for services on behalf of individuals and families
- Establish contracts
- Review, renew modify or terminate contracts
- Contribute to the management of finance, budgets or other resources
- Manage multiple priorities/projects and produce results within deadlines
- Develop and enhance service networks including colleagues, service providers

and community members

- Effectively represent CLBC in community exercising tact and diplomacy
- Demonstrate a high degree of ethical practice in their relationships
- Maintain or improve the provision of services
- Work independently within a policy framework with supervision, to seek continuous improvement in workplace practices to develop flexible and creative support options for individuals and their families
- Resolve conflict with a wide range of stakeholders and contribute to resolution of urgent situations
- Lead/manage/participate on internal and external project teams
- Develop a plan for on-going learning based on CLBC performance management process
- Contribute to the learning of others
- Contribute to a safe and health work environment

WELL DEVELOPED:

- Written and oral communication skills; presentation skills and interpersonal skills.
- Excellent analytical and problem solving skills.
- Strong negotiation and mediation skills to work with community and service providers.

FINANCIAL RESPONSIBILITY

Ensures spending stays within budget limits for assigned area.

SPECIAL REQUIREMENTS

Occasional overnight travel (e.g. to communities within the Quality Service area)
Possession of a valid class 5 Drivers license and a clean Driver's Abstract is required.
Use of own vehicle on expenses. Applicant subject to a criminal record review.

TOOLS/EQUIPMENT

Computer and standard office software

WORKING CONDITIONS

Standard office environment

EXCLUDED MANAGER AUTHORIZATION

I confirm that:

- Accountabilities/deliverables were assigned to this position effective; (Date).
- The information in this position description reflects the actual work performed.
- A copy has/will be provided to the incumbent(s).

Name:	Signature:	Date:
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ADDENDUM TO JOB DESCRIPTION
COMMUNITY LIVING BC
Last Update: April 1, 2008

**KEY HOME SHARING SPECIALIST FUNCTIONS
FOR QUALITY SERVICE ANALYSTS**

RATIONALE:

Home sharing is the only direct service provided by Community Living BC. The identification of a full-time Home Sharing Specialist within each regional Quality Service Office ensures quality of service, consistency of approach, and clarity of communication.

PURPOSE OF POSITION:

The Home Sharing Specialist is responsible for liaising directly with the Provincial Manager of Home Sharing and acting as a bridge between the region (including home sharing providers, individuals and families, regional staff, and community partners); other designated home sharing specialists, and the provincial manager. The Home Sharing Specialist assumes a leadership role in ensuring that regional home sharing services are high quality and meeting the needs of those within the region.

NATURE OF WORK AND POSITION LINKS:

The Home Sharing Specialist works within the assigned regional Quality Service Office and reports directly to the manager of that office. However, the Home Sharing Specialist liaises directly with the Provincial Manager of Home Sharing and has responsibilities that relate to the specialized nature of this position.

In addition to the typical duties of a Quality Service Analyst, the Home Sharing Specialist has the following specific responsibilities:

1. Work with the regional Quality Service Manager and the Provincial Manager of Home Sharing to ensure that home sharing is a specialized function within the office and that monitoring ratios within the region are at an acceptable standard – including ratios for CLBC analysts and for agency staff who oversee home sharing services delivered on behalf of CLBC;
2. Support the identification, implementation, and completion of regional and provincial goals for home sharing;
3. Coordinate regional training and networking opportunities for home sharing providers under direct contract with CLBC;
4. Ensure ongoing, effective, and appropriate monitoring of all home sharing contracts – including the monitoring of home sharing providers under direct contract with CLBC and monitoring of agencies that deliver home sharing support on behalf of CLBC;

5. Monitor home sharing provider compliance with all reporting and contractual obligations;
6. Support the regional implementation of identified successful practices, standards, policies and safeguarding mechanisms;
7. Actively support individuals and families to access home sharing by increasing community awareness about the option, securing appropriate resources, assisting with contract unbundling, and securing funding;
8. Participate in various initiatives that relate to policy and resource development, skill enhancement, and communication;
9. Participate in the investigation of critical incidents that occur within home sharing arrangements;
10. Support the regional standardization of home sharing contracts – including the application of various costing tools and the *Guide to Support Allocation*, access to respite funding and additional supports, and reporting requirements; and
11. Maintain an appropriate and reasonable schedule for the renewal of all home sharing contracts.

September 2009