Community Care Network is seeking a Developmental Services Quality Specialist in Rutland, Vermont.

Community Care Network is comprised of Rutland Mental Health Services and Rutland Community Programs. Our mission is to enhance the well-being of our communities, individuals and families through responsive, innovative and collaborative human services.

About the Role:

The Developmental Services Quality Specialist supports quality assurance, documentation management, and compliance monitoring activities within Developmental Services (DS) programs. Under the direction of the Quality Manager, this role is responsible for maintaining accurate participant records, processing required documentation, and ensuring information is properly entered and maintained in agency and state systems. The Specialist also serves as a resource to staff on documentation processes and assists with gathering and organizing information for internal reviews, audits, reporting requirements, and regulatory requests.

Principal Responsibilities:

- Documentation and Records Administration:
  - Process and maintain Individual Support Agreements (ISAs), Person Stories, funding documents, care plans, and related participant records.
  - Retrieve, organize, upload, and maintain required documentation within agency and state information systems.
  - Update participant profile information and maintain documentation tracking systems.
  - Monitor due dates and assist with timely processing of required documentation.
  - Maintain active and inactive participant records in accordance with agency procedures including the processing of transfers, agency terminations, and related maintenance activities.
- Quality Assurance and Compliance Support:
  - Conduct routine documentation reviews and record audits using established tools and procedures.
  - Review records for completeness and identify missing, expired, or inconsistent documentation.
  - Assist with monitoring documentation requirements related to QDDP standards, Peggy's Law, privacy and confidentiality requirements, residency agreements, and other established quality measures.
  - Report identified concerns and documentation deficiencies to the Developmental Services Quality Manager for follow-up.

    - Support Quality Service Review (QSR) activities by gathering, organizing, and uploading required documentation.
- Data Entry, Reporting, and System Support
    - Generate and maintain reports used to track documentation status, due dates, and service authorizations.
    - Support monthly and ongoing reporting processes.
    - Verify documentation supporting service delivery and billing requirements.
    - Assist with maintaining data accuracy and consistency across databases.
    - Provide support with system updates, record corrections, and document management activities.
- Staff Support and Technical Assistance
    - Provide guidance to staff regarding documentation procedures, forms, and required recordkeeping practices.
    - Support onboarding and training efforts related to documentation workflows and quality processes.
- Audit and Records Request Support
    - Gather and prepare records requested for internal reviews, external audits, Medicaid reviews, Social Security requests, and other authorized inquiries.
    - Assist with compiling documentation needed for state monitoring activities and regulatory reviews.
    - Support special projects requiring records, document review, and information organization.
- Other duties as assigned.

Qualifications and Competencies:

- Associate's degree in human services, healthcare administration, business administration, or a related field preferred; equivalent experience may be considered.
- Experience working with developmental services, healthcare, human services, quality assurance, records management, or administrative support preferred.
- Strong attention to detail and organizational skills.
- Ability to manage multiple deadlines and maintain accurate records.
- Proficiency with electronic record systems, databases, and Microsoft Office applications.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Must have a valid driver’s license, reliable transportation with personal automobile liability insurance coverage at or above the levels mandated by the State of Vermont.
- *Successful completion of a criminal history background check after hire.

Benefits:

- Competitive Salary $52,500-$56,000 (compensation is typically dependent upon experience)
- Comprehensive Benefit Package
    - 401(k)

    - 401(k) matching
    - Dental insurance
    - Employee assistance program
    - Flexible schedule
    - Flexible spending account
    - Health insurance
    - Health savings account
    - Life insurance
    - Paid time off
    - Professional development assistance
    - Retirement plan
    - Tuition reimbursement
    - Vision insurance
- Career Training and Development
- Tuition Discounts

Our work is guided by our Core Values of Trust, Accountability, Respect, Cultural Competence, Person-Centered Care, and Continuous Learning and Growth.

CCN is an Equal Opportunity Employer.