

Position Title: SASH Implementation and Quality Specialist Date: September 2023

Reports to: SASH Assistant Director Location: CSC Main office/ telecommute considered

1. **Position Summary:**

The SASH Implementation and Quality Specialist works closely with the SASH Assistant Director and Training Coordinator to ensure the SASH model is implemented consistently and accurately throughout the state. This includes reviewing data, completing site and desk audits, and working with SASH staff as well as their supervisors. Provide leadership and support to SASH panels within the CSC DRHO. Work closely with SASH Assistant Director and OneCare Vermont on continuing improvement of utilization of the care coordination software Care Navigator.

1. **Principal Responsibilities:**

**1. Implement Quality Assurance throughout the statewide SASH program.**

* Responsible for updating and maintaining the quality assurance protocol to ensure model fidelity across SASH panels allowing for consistency, tracking and continuous improvement.
* Conduct site visits and/or virtual visits to SASH panels to review model fidelity and provide technical assistance and training.
* Work on QI/QA initiatives in coordination with Data Systems Manager and Health Systems Educator.
* Assist in regularly reviewing and updating the SASH Operating Manual.
* Responsible for updating and maintaining of SASH Quality Assurance manual.
* Works closely with DRHO Implementation Managers to ensure consistent deployment of QA/QI initiatives throughout the state.
* Work closely with the SASH Data Analyst to produce and disseminate regular quality reports to SASH staff to ensure data integrity.
* Utilizing reports through Workbench One and working with the SASH Assistant Director, develop and disseminate a Quality Assurance plan for the use of OneCare Vermont’s Care Coordination software Care Navigator.
* Assists with National Replication tasks as requested and appropriate.

**2. Implementation Manager:**

* Ensures integrity of the SASH model at each non-CSC panels within the Chittenden County DRHO.
* Seeks opportunities to increase collaboration with community provider partners, including leading Local Table meetings for Chittenden and Addison Counties.
* Reviews SASH data reports and works with SASH staff to improve data entry as needed.
* Responsible to ensure annual SASH documentation compliance
* Participates in regular Statewide SASH Implementation Manager meetings
* Reviews/assists with creation of the Community Healthy Living Plans as developed by SASH Coordinators
* Supports SASH Admin Team in marketing and promoting the SASH Model through hosting funders, collecting success stories, providing access to SASH participants for legislative testimony, etc.

1. **CSC Standards of Conduct:**

* Demonstrates a commitment to the mission and values of CSC.
* Demonstrates respectful and effective communication with co-workers, residents, families and vendors.
* Protects the privacy and confidentiality of information related to SASH participants, families, staff and general CSC operations.
* Communicates a positive image about SASH and CSC to the community.
* Conducts him/herself in a safe manner by adhering to all safety practices, rules and standards throughout the workday.
* Demonstrates a commitment to quality and proactively seeks to make improvements to systems and processes.
* Maintains a professional appearance that is appropriate for his/her position.
* Reports to work on time, completes time card accurately in Evoclock, provides advance notice for time off, and appropriately manages CTO time.
* Demonstrates a commitment to integrity in work habits and use of CSC and SASH resources.
* CSC’s mission and operations require that an employee is prepared to perform duties as assigned that may be outside his/her principal responsibilities.

1. **Minimum Qualifications:**

Must possess a Bachelor’s degree in Administration, Human Services, Business, or other related field. At least three years’ experience in quality assurance, technical assistance and training preferred. Direct experience in the SASH model preferred. Experience writing technical operations manuals and project timelines preferred. Must possess excellent interpersonal communication skills and the ability to work with a variety of people in a variety of circumstances. Must have at least a three-year track record as a self-starter who is comfortable with technology and enjoys taking on a challenge. Must be a team player who enjoys multi-tasking. Must have excellent written and verbal communication skills. Knowledge of long term care delivery, affordable housing, and health care reform a plus. Knowledge of Web-based training platforms Excel, and PowerPoint necessary. Must possess a valid driver’s license. Must possess working knowledge of Excel, Word. Must have a valid driver’s license. Travel is required for this position.

1. **Working Conditions and Physical Demands:**

* Must be adaptable to working in a fluid, high stress work environment.
* Must require travel to various property sites throughout the state.
* Must be able to self-direct.

**Note: Non-Essential Duties are noted with an asterisk.**

**Employee Name (printed)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**