



Position Title: Quality Assurance - Internship

PURPOSE: Quality Assurance is in charge of monitoring vendor and in-house compliance for quality services to the clients served through the agency. Periodic reviews are conducted to ensure services are in compliance with agency and State of Indiana guidelines. Surveys are utilized to help assess client satisfaction of services.

This internship will concentrate on assisting the Quality Assurance Director with monitoring compliance of the various programs and helping track information regarding client satisfaction of services.

Key Responsibilities:

- Assist in conducting periodic reviews to monitor compliance of programs.
- Assist in distributing and tracking Quality Improvement (QIP) Surveys regarding client satisfaction.
- Assist in tracking Incident Reports of services through Lifespan Options Care Management.
- Assist in monitoring and tracking Title III-B report data.
- Assist in following-up with clients and providers to ensure compliance and satisfaction of services.
- Assist as needed with any other matters as required.

Qualifications:

- Have a desire to work with and support the elderly and disabled population.
- Be willing to assure complete objectivity and confidentiality to every client.
- Possess strong written and oral communication skills.
- Possess exceptional people skills and problem-solving ability.
- Demonstrate above average computer and data entry skills.
- Patience and flexibility

Location: Thrive Alliance office located in the Doug Otto United Way building located at 1531 13th Street, Suite G900, Columbus; other Thrive Alliance sites or provider locations as deemed necessary.

Reports to: Quality Assurance Director of Thrive Alliance

Time Commitment: Minimum of 6-10 hours per week during internship.

Training and Support: Orientation to the agency conducted by Volunteer Resource Manager: 20 hours of training on the principals of quality assurance, monitoring and tracking.

Benefits: Gain the experience and knowledge needed to work in quality assurance for a non-profit agency.

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