



**Job Title:** Quality Assurance Professional (QAP)  
**Department:** Office Personnel  
**Reports To:** Executive Director  
**FLSA Status:** Non-Exempt, Hourly  
**Work Schedule:** Full-time; flexible hours  
**Work Location:** Office (209 E Market St, Warrensburg MO 64093)  
**On-Call Requirement:** No

## Position Summary

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The Quality Assurance Professional (QAP) is responsible for the execution, monitoring, and maintenance of agency-wide compliance systems related to employee training, service documentation, internal audits, policy acknowledgments, and Room & Board ledgers.

This role ensures that required trainings are scheduled and completed without lapse, documentation in SetWorks meets all agency and regulatory standards, employee training records are accurately maintained in BambooHR, ISL documentation reflects day-to-day compliance through unannounced audits, and individual R&B ledgers are accurately entered and supported with required documentation.

The QAP performs hands-on compliance work and serves as a central quality control function, identifying deficiencies, completing required entries, correcting errors, and escalating concerns when patterns or risks are identified. This role does not involve payroll, hiring documentation, policy development, or financial transactions, but is critical to audit readiness, regulatory compliance, and operational integrity.

## Position Purpose

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The Quality Assurance Professional role exists to ensure Abilities, LLC maintains consistent, accurate, and audit-ready compliance across training, documentation, and individual financial records. This role protects individuals, employees, and the agency by identifying risks early, correcting deficiencies, and maintaining systems that support regulatory compliance, service quality, and organizational integrity.

## Qualifications & Requirements

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### Minimum Qualifications

- Must be at least 18 years of age
- High school diploma or GED required
- Valid driver's license with acceptable driving record
- Ability to pass required background check
- Ability to read, write, and communicate clearly in English
- Ability to follow written policies, procedures, and documentation standards
- Willingness and ability to complete and maintain all required training

**Physical Requirements**

- Ability to sit or stand for extended periods
- Ability to walk throughout office and residential environments
- Ability to travel to ISL homes for audits and compliance visits
- Ability to lift, carry, and transport files or materials up to 25 pounds
- Ability to use stairs and navigate residential environments safely

**Technology & Computer Requirements**

- Ability to independently use a computer, scanner, and office equipment
- Ability to send, receive, and manage work email
- Ability to navigate and enter data into electronic systems including BambooHR, SetWorks, WhenToWork, and Monday.com
- Ability to scan, label, upload, and organize electronic documents accurately
- Ability to type clearly and accurately to complete documentation and audit records

**Role Authority & Scope**

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The Quality Assurance Professional has the authority and responsibility to:

- Monitor, schedule, and manage all expiring and renewal employee training in accordance with the agency Training Policy
- Enter and maintain training completion records and manage training documentation within BambooHR
- Move and retain expired training documents in designated folders per agency practice
- Enforce documentation standards by:
  - Reviewing Activity Records in SetWorks
  - Returning non-compliant documentation for correction
  - Managing documentation correction and lock-out exception workflows
- Conduct unannounced ISL audits (minimum two per month) to assess real-time documentation and compliance
- Enter and maintain Room & Board ledger transactions in SetWorks for individuals under Organizational Payee arrangements, including deposits, deductions, and receipt uploads
- Review monthly policy signature reports in BambooHR and issue acknowledgment reminders
- Submit maintenance requests when health, safety, or compliance concerns are identified during audits

**Escalation Pathway**

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The Quality Assurance Professional is responsible for escalating concerns (located during their duties) promptly and appropriately. Concerns should be escalated in the following order:

- **Quality Assurance Professional → Residential Program Manager → Assistant Director → Executive Director**

If a concern involves ethics, retaliation, or conflicts of interest, the QAP may escalate directly to the Executive Director.

Failure to appropriately escalate known concerns is considered a performance issue.

## **Core Responsibilities**

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### **Task #1: Training Compliance Monitoring & Scheduling**

#### **Responsibilities**

- Monitor all employee training requirements in BambooHR
- Identify upcoming expirations based strictly on agency Training Policy timelines
- Schedule required renewal training in WhenToWork to ensure no lapse in certification
- Schedule renewal training up to thirty (30) days prior to expiration
- Ensure training timelines align exactly with DMH and agency requirements (e.g., annual, biennial, position-specific)
- Coordinate with HR and Residential Director to ensure attendance and completion
- Verify training completion and follow up on missed or incomplete sessions

#### **Clarifications**

- New hire training is scheduled by the Residential Director
- HR tracks required employee documents (SS card, driver's license, education, etc.)
- The QAP is fully responsible for all ongoing and renewal training compliance

#### **Success Measures**

- Zero lapses in required training
- 100% compliance with Training Policy timelines
- Proactive scheduling with no last-minute renewals

### **Task #2: Training Records & Documentation Management**

#### **Responsibilities**

- Manage the **Training folder** within each employee's BambooHR file
- Ensure all training documents are:
  - Uploaded promptly upon completion
  - Clearly legible and complete

- Labeled using the required naming convention:  
**“Last Name – Name of Training – Date Training Occurred”**
- Enter training completion dates accurately in the **Training** section of BambooHR
- Monitor for missing, misfiled, or incorrectly labeled training records
- Move expired training documents to the designated Expired Training folder
- Ensure expired records are retained, not deleted, in accordance with agency record retention practices
- Maintain a clean, audit-ready training file structure for every employee

### **Success Measures**

- Consistent file naming and folder organization
- Accurate training dates reflected in BambooHR
- Clear separation between current and expired training records

### **Task #3: Documentation Compliance Oversight**

#### **Responsibilities**

The QAP is responsible for enforcing and monitoring documentation compliance in SetWorks, consistent with the agency’s Documentation Policy, including daily Activity Record quality standards, correction procedures, lock-out exception workflows, and ongoing compliance trending.

#### **A. Activity Record Quality Monitoring**

- Monitor Activity Records to confirm they meet agency requirements, including:
  - Records completed in SetWorks on the same day as service, and completed before the employee leaves shift (with final entry made within required time expectations)
  - Narrative comments that account for the full shift and include sufficient detail on supports provided
  - All applicable goal/outcome and plan questions answered
  - Staff Attendance and Individual Attendance times accurately reflecting support provided (including proper handling of variances such as family visits, day program, leaving early, staying late to complete documentation, etc.)
  - Compliance with overnight documentation requirements as applicable (visual checks, shift tasks, and split-record requirements)
- Ensure Activity Records follow the agency’s required fixed time-block structure and that staff document only within applicable hours and records (no overlap).

#### **B. Identification of Non-Compliant Activity Records**

- Identify Activity Records that are considered non-compliant, including but not limited to:
  - Not submitted on the same day as service

- Narrative does not account for full shift or lacks detail
- Goal/outcome or plan questions left unanswered
- Missing/inaccurate time entries or unexplained gaps
- Document the deficiency clearly and consistently for follow-up and trend monitoring.

### **C. Correction Workflow (Return-for-Correction Process)**

- When an Activity Record is incomplete, missing, or deleted, notify the employee and require correction using the process in the Documentation Policy:
  - Incomplete record: employee opens record, adds missing information, and resubmits as directed
  - Missing/deleted record: employee completes a new Activity Record entry and submits as directed
- Track repeat deficiencies by employee and/or home and escalate patterns to leadership as needed.

### **D. Medicaid Lock-Out and Activity Record Exception Process**

- Enforce the policy standard that SetWorks edits are restricted after the Medicaid lock-out period, and ensure the correct process is used when a record cannot be corrected due to lockout.
- Manage/coordinate the documentation exception workflow as defined in the Documentation Policy:
  - Ensure employees use the electronic “Activity Record Exception” form in BambooHR when locked out
  - Ensure proper routing and retention of the form per policy workflow
- Reinforce the expectation that corrected/missing documentation must be completed during regularly scheduled work hours (no additional clocked time solely to complete documentation that should have been done during the shift).

### **E. Documentation Standards Coaching and Trend Reporting**

- Provide clear coaching and corrective guidance to employees on documentation quality expectations (objective, person-focused, strength-based, aligned to PCSP supports).
- Maintain internal tracking of repeat documentation deficiencies (by employee and home) to support leadership follow-up and targeted retraining.

### **Success Measures**

- Measurable reduction in repeat documentation deficiencies across homes
- Activity Records consistently meet same-day submission and completeness standards
- Overnight documentation requirements (visual checks, split records) consistently present when applicable
- Lock-out/exception forms are used appropriately and retained correctly

- Documentation is audit-ready at any time, with clear compliance to required time blocks and attendance accuracy

#### **Task #4: Documentation Quality Assurance (SetWorks)**

##### **Responsibilities**

- Conduct routine and targeted audits of Activity Records in SetWorks
- Identify non-compliant documentation, including:
  - Late or missing entries
  - Incomplete narratives
  - Inaccurate staff or individual attendance times
  - Documentation not aligned with the PCSP
- Return documentation for correction with clear guidance
- Track repeat documentation issues by employee or location
- Collaborate with RPMs on remediation and improvement

##### **Success Measures**

- Reduction in repeat documentation errors
- Timely correction of deficiencies
- Documentation consistently aligned with PCSP and HCBS standards

#### **Task #5: Policy Signature & Reminders**

##### **Responsibilities**

- Review the **Policy Signature Report** in BambooHR **monthly**
- Identify missing or overdue policy acknowledgments
- Send reminders using the **BambooHR Reminder button**
- Track completion and escalate persistent non-compliance to leadership

##### **Success Measures**

- Current policy acknowledgments across all employees
- No compliance findings related to missing signatures

#### **Task #6: Unannounced ISL Audits**

##### **Responsibilities**

- Conduct **at least two (2) unannounced ISL visits per month**
- Complete an on-site audit of required documentation, including:
  - Person Centered Support Plans (PCSPs) - presence, signatures, dates, compliance
  - Due Process documents (when applicable)
  - Behavior Support Plans (BSPs)
  - Personal Spending accounts being actively counted

- Narcotics counts documentation
- Document findings objectively and clearly
- Notify leadership team (ISL Management, Residential Program Manager, and Residential Director) of findings via email within two (2) business days of visit.
- Submit maintenance requests when health, safety, or compliance concerns are identified

**Success Measures**

- Completion of required monthly visits
- Accurate, unbiased audit findings
- Timely follow-up on identified issues

**Task #7: Room & Board Ledgers****A. Monthly Room & Board Deposit Entry**

- Enter a deposit transaction into each applicable individual's R&B ledger in SetWorks on the first of every month to reflect the Room & Board payment made to Abilities, LLC.
- Ensure the deposit amount matches the individual's established monthly Room & Board amount in Monday.com.
- Label deposits clearly and consistently in accordance with ledger standards.

**Success Measures**

- Monthly R&B deposits entered for every applicable individual
- Deposits consistently dated on the first of the month
- Ledgers reflect accurate monthly balances

**B. Rent Deductions**

- Enter a rent deduction in the R&B ledger for each individual, dated for the first of the month.
- Ensure the amount entered matching the individual's rent amount from the Monday.com board.

**Success Measures**

- Rent deductions entered monthly without errors
- No missing or duplicate rent entries

**C. Utility Bill Scanning, Allocation, & Ledger Entry**

- Receive utility bills and manually divide for each individual directly on the bill.
  - Example: If a September electric bill totals \$106.74 for two individuals, the QAP must write "\$53.37/each."
- Scan each utility bill and save it using the required naming convention:
  - "Month.Year – House – Description" (Example: "9.2021 – Bedford – Electric")

- Enter a separate utility deduction transaction in SetWorks for each individual responsible for the bill and upload the scanned bill to each individual's R&B ledger transaction.
  - Multi-person homes require multiple uploads (e.g., Knob = four uploads; Southwest = three uploads).

**Success Measures**

- Utility bills accurately divided and documented
- Separate transactions entered for each individual
- Supporting documentation uploaded to all applicable ledgers

**D. Grocery Receipt Scanning & Ledger Entry**

- Collect grocery receipts, scan, and upload them with the corresponding R&B ledger transaction.
- Enter grocery deduction transactions into the R&B ledger for each applicable individual.
- For shared grocery purchases:
  - Write all individuals' names on the receipt
  - Clearly document the per-person cost allocation

**Success Measures**

- Grocery transactions supported by scanned, labeled receipts
- Accurate per-person allocation for shared purchases

**E. Household Item Receipt Scanning & Ledger Entry**

- Ensure household item receipts include the individual's name.
- For shared household purchases:
  - Ensure all individuals' names on the receipt
  - Document the per-person cost allocation
    - Example: A \$308.54 household purchase for four individuals must be documented as \$77.13 per person
- Scan the receipt and upload it to each individual's R&B ledger transaction
- Enter a separate household deduction transaction for each individual in SetWorks.

**Success Measures**

- Household expenses correctly divided and documented
- Receipts uploaded to each individual's ledger
- Ledger entries reflect accurate household spending

**F. Ledger Accuracy, Organization & Audit Readiness**

- Ensure every R&B ledger entry includes:
  - A clearly labeled transaction
  - Required supporting documentation where applicable

- Maintain ledgers that are:
  - Chronologically accurate
  - Complete
  - Audit-ready at all times
- Notify leadership of discrepancies or systemic issues when identified.

**Success Measures**

- R&B ledgers consistently audit-ready
- No unsupported deductions
- Accurate, traceable ledger history for each individual

**Task #8: Social Security Payee Ledgers****Responsibilities**

Abilities, LLC serves as the Organizational Representative Payee for multiple individuals. For each individual under Organizational Payee services, the Quality Assurance Professional (QAP) is responsible for the entry, maintenance, and documentation of all Social Security Payee ledger activity in SetWorks.

These ledgers reflect all income deposited on behalf of the individual and all expenditures made at the individual's direction. The QAP's role is strictly limited to ledger entry and receipt documentation and does not include approving expenditures, issuing checks, verifying payments, or handling funds.

**A. Deposit Transactions**

- Enter deposit transactions into the individual's Social Security Payee ledger in SetWorks for all incoming funds, including but not limited to:
  - Supplemental Security Income (SSI)
  - Social Security benefits (SSA)
  - Earned income (employment wages)

**Success Measures**

- All income deposits reflected accurately in the ledger
- Deposit descriptions clearly identify the income source

**B. Expense Transactions & Mandatory Receipt Documentation**

- Enter expense transactions into the individual's Social Security Payee ledger for purchases made at the individual's direction.
- A receipt is required for every expense transaction without exception.
- Scan and upload the receipt with each corresponding ledger entry.

**Success Measures**

- 100% of expense transactions supported by uploaded receipts



- No undocumented or unsupported expenditures

**Task #9: Confidentiality & Professional Standards**

**Responsibilities**

- Maintain confidentiality of PHI and employee records
- Comply with HIPAA and agency confidentiality policies
- Model professional, objective communication
- Handle findings discreetly and appropriately

**Success Measures**

- No confidentiality breaches
- Consistent professional conduct

**Our Values & Ethical Expectations**

Abilities, LLC values Integrity, Community, and Empathy. As a Quality Assurance Professional, these values are critical to ensuring fair, accurate, and objective compliance oversight.

**Integrity:** The QAP is expected to document findings honestly, apply standards consistently, follow written policy exactly as written, and avoid bias or selective enforcement. Errors, risks, and deficiencies must be reported accurately without minimization or exaggeration.

**Community:** The QAP works collaboratively with staff and leadership to support compliance, improvement, and shared accountability. This includes clear communication, respectful coaching, and professional coordination across departments.

**Empathy:** The QAP is expected to approach compliance work with respect for individuals and employees, recognizing that documentation and training requirements exist to protect people. Coaching and correction must be professional, objective, and supportive.

**Signature**

By signing below, the employee acknowledges that they have received, read, and understand this job description. The employee understands that the duties, responsibilities, and expectations outlined in this document are a condition of employment and agrees to perform the role in accordance with agency policies, procedures, training, and applicable laws.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_