

QUALITY ASSURANCE & COMPLIANCE MONITOR
CS-1801-12
\$71,716 - \$91,750

If you like to stay busy and immersed in cultural activities, then Washington, DC is the place to be! Museums, restaurants, great climate, green space and job opportunities are among the many positives of living in the Nation's Capital. Not to mention the residents of the District of Columbia are highly educated and the region has some of the best schools in the country. Each day the District of Columbia continues to be ranked in the top 10 of thriving city indicators where you can live, work and play.

The Department on Disability Services is seeking an individual to monitor vocational services, activities and performance of vendors who provide job training, placement and other services to RSA customers. This position is located in the Office of Quality Assurance and Compliance (OQAC), Rehabilitation Services Administration (RSA). The primary responsibility of this position is monitor assigned vendors to ensure quality of services is maintained and that vendors adhere to District and Federal laws and regulations.

The incumbent will perform unscheduled and scheduled site visits to vendors and providers to identify problems and deficiencies. Also, conduct site visits to determine accessibility and review program plans, projected out-comes and provide findings which will enhance the quality of services to persons with disabilities.

The QA Monitor will make recommendations for corrective actions to facilitate and improve the provision of services and develop a system to ensure that management receives and complies with the recommendations. Create monthly reports and maintain statistical data for assigned units. Administer survey to customers to determine their program satisfaction. Monitor facilities to ensure that the technological equipment necessary for contract compliance is the state of the art. Perform other related duties as assigned.

Qualifications

Applicant must have one (1) year of Specialized Experience at the next lower grade-level. Experience that equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position, and that is typically in or related to assessing, analyzing, and improving the effectiveness of programs related to persons with disabilities, offers recommendations to improve operations, and assist with compliance activities.

Preferred Education

4-year degree in business administration, business management, marketing or other related field.

Licensure

None

Work Environment

The work is primarily sedentary with intermittent periods of walking, bending, standing and carrying of light objects such as files, books and reports. The incumbent will make presentations and/or staff information areas which may require standing for periods of time.