C O T T O N W O O D , I N C O R P O R A T E D

JOB DESCRIPTION

Revised: 8/18

# DEPARTMENT: Work Services JOB TITLE: Quality Assurance Specialist I Relief Supervisor

**JOB SUMMARY:** This position is expected to report to the Government Contracts Manager at the beginning of each day to determine whether they will begin the day in a quality or WS supervisory role. This individual with be expected to be flexible and show the ability to multi task effectively throughout the day. The Work Services Quality Assurance Specialist is responsible for checking the quality of work produced by Cottonwood workers and to provide appropriate feedback to the W.S. Coordinators, Supervisors, and Director. The Quality Assurance Specialist is also responsible for checking the quality of product and materials being received by Cottonwood. He/she must record and document quality results as required by Cottonwood’s quality program and ISO 9001 requirements when appropriate. Ability to lift 54 pounds. The W.S.Q.A.S. also conducts hourly assessments, may have program quality responsibilities, monitoring duties, and will often substitute for W.S. Supervisors when not needed in a quality assurance role.

**QUALIFICATIONS:** Previous Quality experience helpful.Must have a high school diploma or equivalent. Experience in working with people with developmental disabilities is preferred. Must possess the ability to be highly detailed with good communication skills and show the ability to effectively provide both positive and negative feedback in a way that is both acceptable and effective to set the individual(s) up for future success. A flexible attitude is essential. Have the ability to lift up to 54 pounds. Must have valid driver’s license and driving record acceptable to Cottonwood's insurance carrier. Must be able to pass all required background checks and drug screen.

**SUPERVISION RECEIVED:** Government Contracts Manager

**SUPERVISION GIVEN:** None

**THIS POSITION IS:** Non-Exempt

**JOB RESPONSIBILITIES:**

\*1. Assure agency that the Cottonwood work sites maximize the functioning of the persons served by promoting their rights, dignity, health, safety, independence, self-efficiency and productivity.

\*2. Assure agency that KDADS and agency policies, procedures, and regulations are in compliance and implemented within areas supervised. Provide group and individualized support to individuals for the daily task at hand. Teach individuals job skills and activities instrumental to daily living.

\*3. Develop ***caring relationships*** with each individual you work with using ***lavish praise*** and positive reinforcement.

\*4. Assure agency that all work is being performed in accordance with customer’s guidelines.

\*5. Check the quality of work produced by Cottonwood workers and provide appropriate documentation and feedback to W.S. Supervisors, Coordinators, and Director.

\*6. Make quality checks and establish rework and the quality holding of product within the Quality Control guidelines set by the agency’s quality policy and ISO requirements when appropriate.

\*7. Maintain information on quality checks and work quality results on the computer, as required by ISO 9001 requirements when appropriate.

\*8. Help establish and assure compliance of production procedures within the work areas.

\*9. Help assure quality and quantity control of work produced in the work areas.

\*10. Substitute for Work Services Supervisors, when requested.

\*11. Take initiative to follow through with assigned responsibilities and do whatever it takes to complete tasks. Be creative in helping solve challenges.

\*12. Set up production jobs efficiently and ensure good quality of completed product. Goal 98% average on daily Quality Assurance checks.

\*13. Attend to the personal needs of individuals served, including help with meals and toileting hygiene as necessary. Learn and implement person centered support plans and behavior management plans for individuals assigned.

\*14. Assure that time sheets, incident reports, personnel action forms, consumers’ objectives, consumer time cards, contact notes, safety meeting reports, behavior data, and other documents are recorded, entered, or routed in a timely manner.

\*15. Demonstrate the ***five and fifty rule***—greeting everyone when they are with five feet and smiling when they are within fifty feet.

\*16. Attend scheduled meetings, serve on agency committees, and monitor break room, as required.

\*17. Maintain positive professional working relationship with consumers, co-workers, supervisors, staff members, parents, and community representatives. Present positive, fair, and accurate image of the organization to the public.

\*18. Collaborate and problem-solve with other interdepartmental staff in a professional manner. Promote team participation and negotiation and follow through with assigned responsibilities.

\*19. Communicate accurately, professionally, and appropriately.

\*20. Work within prescribed schedule and complete responsibilities in a timely manner. Assure that

absences do not adversely affect the timely completion of responsibilities and unduly burden co-workers.

Accurately record hours worked on time sheet.

\*21. Attend in-services as required to maintain competency in position.

\*22. Assure compliance with Cottonwood’s policies & procedures including zero tolerance for abusive, neglectful and/or exploitative acts towards individuals served. Report as per Cottonwood Policy.

\*23. This position will perform other duties within the guidelines of this job description as assigned by the supervisor.

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

Government Contracts Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_

Work Services Director: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_

Administrator of Services:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_

**This Job Description does not provide the basis for an employment contract. It is intended solely to outline the qualifications and responsibilities associated with this position. These qualifications and responsibilities may be changed at any time to support and enhance the Agency's successful achievement of its mission.**

**\*Essential Functions**

**C O T T O N W O O D , I N C O R P O R A T E D**

**PERFORMANCE PLANNING AND EVALUATION**

**NAME:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DEPARMENT:**  Work Services **JOB TITLE:** Quality Assurance Specialist I Relief Supervisor

**PROCEDURE:**

1. A performance planning and evaluation conference will be scheduled between the employee and supervisor. This will be done at least annually and at any time when there is a need to add additional responsibilities or change current responsibilities.

2. During the conference: a) The employee's job description will be reviewed. b) The current job responsibilities will be discussed and reviewed. c) The employee's performance outcomes will be reviewed, the rating will be discussed, and additional comments or suggestions noted. d) The employee's strengths and any suggested improvements will be discussed. e) Changes in responsibilities and/or new responsibilities to be added for the next performance period will be planned. Any additional goals will also be discussed and documented.

**P E R F O R M A N C E E V A L U A T I O N**

LEVELS OF ACHIEVEMENT

3 – Exemplary 2 – Good Work 1 – Needs Improvement

**Scores of “1” & “3” require a comment**

**PERFORMANCE OUTCOMES RATING**

\*1. Assure agency that the Cottonwood work sites maximize the functioning of the persons served by promoting their rights, dignity, health, safety, independence, self-efficiency and productivity.

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\*2. Assure agency that KDADS and agency policies, procedures, and regulations are in compliance and implemented within areas supervised. Provide group and individualized support to individuals for the daily task at hand. Teach individuals job skills and activities instrumental to daily living.

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\*3. Develop ***caring relationships*** with each individual you work with using ***lavish praise*** and positive reinforcement.

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\*4. Assure agency that all work is being performed in accordance with customer’s guidelines.

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\*5. Check the quality of work produced by Cottonwood workers and provide appropriate documentation and feedback to W.S. Supervisors, Coordinators, and Director.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_

\*6. Make quality checks and establish rework and the quality holding of product within the Quality Control guidelines set by the agency’s quality policy and ISO requirements when appropriate.

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\*7. Maintain information on quality checks and work quality results on the computer, as required by ISO 9001 requirements when appropriate.

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\*8. Help establish and assure compliance of production procedures within the work areas.

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\*9. Help assure quality and quantity control of work produced in the work areas.

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\*10. Substitute for Work Services Supervisors, when requested.

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\*11. Take initiative to follow through with assigned responsibilities and do whatever it takes to complete tasks. Be creative in helping solve challenges.

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\*12. Set up production jobs efficiently and ensure good quality of completed product. Goal 98% average on daily Quality Assurance checks.

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\*13. Attend to the personal needs of individuals served, including help with meals and toileting hygiene as necessary. Learn and implement person centered support plans and behavior management plans for individuals assigned.

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\*14. Assure that time sheets, incident reports, personnel action forms, consumers’ objectives, consumer time cards, contact notes, safety meeting reports, behavior data, and other documents are recorded, entered, or routed in a timely manner.

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\*15. Demonstrate the ***five and fifty rule***—greeting everyone when they are with five feet and smiling when they are within fifty feet.

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\*16. Attend scheduled meetings, serve on agency committees, and monitor break room, as required.

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\*17. Maintain positive professional working relationship with consumers, co-workers, supervisors, staff members, parents, and community representatives. Present positive, fair, and accurate image of the organization to the public.

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\*18. Collaborate and problem-solve with other interdepartmental staff in a professional manner. Promote team participation and negotiation and follow through with assigned responsibilities.

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\*19. Communicate accurately, professionally, and appropriately.

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\*20. Work within prescribed schedule and complete responsibilities in a timely manner. Assure that

absences do not adversely affect the timely completion of responsibilities and unduly burden co-workers.

Accurately record hours worked on time sheet.

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\*21. Attend in-services as required to maintain competency in position.

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\*22. Assure compliance with Cottonwood’s policies & procedures including zero tolerance for abusive, neglectful and/or exploitative acts towards individuals served. Report as per Cottonwood Policy.

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\*23. This position will perform other duties within the guidelines of this job description as assigned by the supervisor.

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**TOTAL NUMERICAL SCORE: \_\_\_\_\_\_\_**

**AVERAGE SCORE\_\_\_\_\_\_\_\_\_**

**Total added score divided by number of outcomes**

**PERCENT SALARY INCREASE:** \_\_\_\_\_\_\_\_\_

**PLANNING OUTCOME**

**PRINCIPAL STRENGTHS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**SUGGESTED IMPROVEMENTS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**PROGRESS MADE ON LAST YEAR’S GOAL(S):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**GOAL(S) FOR THE COMING YEAR: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**SUPERVISOR'S COMMENTS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**EMPLOYEE'S COMMENTS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**CHANGED RESPONSIBILITIES:**

**ADDED:**

**DELETED:**

**ADDITIONAL GOALS:**

**Training expiring in next 12 months:**

Mandt Date Expiring\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Medication Administration Date Expiring\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CPR Date Expiring\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

First Aid Date Expiring\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Have you received any traffic citations in the past year? \_\_\_\_\_\_\_\_\_\_\_

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Proof of current personal auto insurance attached:\_\_\_\_\_

Reviewed Bloodborne Pathogens:\_\_\_\_\_

Reviewed Driver Safety:\_\_\_\_\_

Reviewed Consumer Confidentiality:\_\_\_\_\_

Corporate Compliance Policy Reviewed:\_\_\_\_\_

Harassment Policy Reviewed:\_\_\_\_\_\_

Convert sick time for pay?\_\_\_\_\_\_\_

Employees may choose to convert up to 6 days of sick leave for up to 3 days’ pay, provided this leaves at least 20 accumulated sick leave days. A PAR must be completed and the original sent to HR.

Do you need to update any of your “Emergency Contact” information? \_\_\_\_\_

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

Coordinator:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Senior Coordinator:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work Services Director:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Revised: 8/14

**Cottonwood, Inc. Code of Ethical Conduct**

This Code of Ethics embodies certain standards of conduct for Cottonwood, Inc. including staff members and boards of trustees as the work of the organization is carried out daily. In abiding by this code, it is understood that staff and board members view his or her obligations in as wide a context as the situation requires, taking all the principles into consideration and choosing a course of action consistent with the spirit and intent by which they were created.



**T** I shall promote inclusion and equitable **TREATMENT** for all people.



**H** I shall be **HONEST** in all communication and marketing endeavors internally and externally.



**U** I shall do my **UTMOST** to inform and advocate for the individuals served.



**M** I shall provide **MISSION** based supports and services with integrity, compassion, and respect for all individual differences and choices as a member of a well trained, competent and diverse staff.



**B** I shall adhere to professional **BOUNDARIES, act with integrity** and promote excellence for all staff.



**S** I shall serve as a responsible **STEWARD** for public and private funds, committed to the highest standards of conduct in all business and fiscal relationships.



**U** I shall **UNITE** with individuals to promote choice, inclusion, growth and development.



**P** I shall respect the **PRIVACY** and confidentiality of persons served.

These concepts are woven throughout Cottonwood’s policies, job descriptions, corporate compliance plan, marketing, fiscal management, strategic planning, staff training, board orientation and performance reviews. They should be evident in all interactions with individuals served, co-workers, families, funders, and the public.

I am aware and will uphold the NISH Community Rehabilitation Program Ethical Standards, as listed on the back of this page.

f I become aware of any possible violations of the Code of Ethical Conduct, I should discuss it with my immediate supervisor, the Director of Human Resources, (785/840-1627) or another member of the Management Team.

I understand that violation of the Code of Ethical Conduct may be grounds for disciplinary action, up to and including termination.

Signature Date

Revised: 03/31/2009

NISH COMMUNITY REHABILITATION PROGRAM ETHICAL STANDARDS

The Ethical Standards developed by the NISH Board of Directors present standards of conduct expected of NISH Affiliated Community Rehabilitation Programs. Whether a NISH Affiliate organization has an AbilityOne project or desires to participate in the AbilityOne program, these Standards represent essential qualities of conduct.

The Standards are:

1. We will treat people with disabilities with respect and put their aspirations and dignity first in the design and day to day operation of our organizations.
2. We will obey the law and regulations of the jurisdictions and authorities under which we operate, including Worker’s Compensation, OSHA, and the Department of Labor.
3. We affirm that we are duly organized, validly existing, and in good standing under the laws of the jurisdictions, and have all the power and government authorizations necessary to own and operate our assets and carry on our business.
4. We will assure that our employees and our governing body avoids conflicts of interest.
5. We will maintain a governance structure that promotes public confidence.
6. We affirm that neither our organization, nor officers or directors are presently prohibited from participation in transactions by any federal agency, or have been indicted or convicted of or had a civil judgment for commission of fraud, or other criminal offense in regard to performing a public contract.
7. We will qualify people with severe disabilities accurately and in good faith with AbilityOne Program regulations.
8. We will affirm current compliance and agree to continued compliance with all laws and regulations applicable to federal government contractors, as well as all laws and regulations pertaining to participation in the AbilityOne Program.
9. We will file accurate and timely reports, including Committee for Purchase Annual Report 404 and IRS 990.