



Dale House Project

7 W Dale St., Colorado Springs, CO 80903 • 719-471-0642 • www.dalehouseproject.org

Quality Assurance

Position Summary: This role is responsible for supporting program strategy and operational success by working closely with clinical leadership and staff to promote trauma-informed, client-focused care. It oversees the accuracy and maintenance of client records in the EHR system, ensures the quality of clinical documentation, and maintains compliance with HIPAA, BHA, and other regulatory requirements. The position collaborates with both internal teams and external partners to coordinate client intakes, funding sources, billing, and contract management, helping to strengthen and diversify agency resources.

Guided by the mission and values of Dale House, this position nurtures a culture of teamwork, accountability, and continuous growth. The ideal candidate exhibits proactive problem-solving skills, servant leadership, and dedication to supporting both clinical and administrative functions—advancing the organization’s commitment to healing, hope, and holistic care.

Qualifications: Bachelor’s degree in administration, social work, or related field, with experience in clinical program management and EHR systems. Strong organizational and communication skills, and a demonstrated ability to quickly learn HIPAA, regulatory compliance, and billing processes.

Supervisor: Reports to Clinical Director; works in partnership with Dale House administration and clinical staff.

Schedule: Full-time position, Monday through Friday, 8:00 AM to 5:00 PM, with occasional flexibility required to meet organizational needs.

Compensation: Salary range: \$42,000 to \$45,000. This includes comprehensive medical and health benefits at no cost to the employee; and 401(k) Retirement Savings Plan, with up to a 4% employer match.

Duties and Responsibilities:

- 1) Working in coordination with the Clinical Director and clinical Staff to develop and implement program-wide strategy and treatment philosophy.
 - a) Engages in cross-functional collaboration to design and refine programs that support the successful launch of new initiatives.
 - b) Acts proactively to identify and address operational challenges, equipping the team with the tools and support needed for success.
 - c) Supports team integration and consistency by embodying and communicating the values and structure of the Dale House program.
- 2) Serves as the in-house expert on data collection and reporting in various systems in use by the Dale House Project, including our EHR system. Ensure that program data and client records remain current through effective delegation, oversight, and regular review.
 - a) Monitors key deadlines and provides support to coordinators to ensure timely completion of documentation and program requirements.
 - b) Oversees internal audits of client records to ensure adherence to organizational and regulatory standards; acts as the lead representative during external audit processes.

- c) Conducts quality assurance reviews of clinical notes, assessments, and treatment plans to ensure consistency, clarity, and compliance with organizational expectations.
 - d) Acts as the primary resource for EHR system troubleshooting and assisting staff with navigation challenges.
 - e) Leads onboarding for new staff on the EHR system, delivering training and ongoing support to ensure accurate and effective system utilization.
- 3) Assists in the collection, organization, and maintenance of client data to support accurate record-keeping and program evaluation
 - a) Maintains professional responsiveness by aiming to reply to emails and requests promptly, supporting clear and timely communication across teams
 - b) Supports the generation of stakeholder reports by supplying relevant data and performance indicators as requested
 - c) Maintain inter-operability and manage the linkages between data sources to ensure that the right information is collected. Proactively suggest ways to improve the quality and ease of data collection to strengthen our services
 - d) Proactively works with managers and front-line staff to learn how to interpret data in ways that can improve our quality of service
- 4) Manages HIPAA and BHA compliance by establishing agency-wide policies, procedures, and delivering ongoing training as the designated Privacy and Security Officer.
 - a) Regularly reviews and updates knowledge of organizational policies and procedures while staying informed of legal and ethical updates from BHA and DORA, ensuring compliance and adapting agency practices accordingly.
 - b) Works closely with licensed staff to ensure awareness of changes and facilitate their effective resolution.
 - c) Provides critical review of significant policy changes, assessing potential impacts on Dale House and supporting informed decision-making.
- 5) Handles billing activities with attention to detail, including claims processing, reconciliations, and issue resolution.
 - a) Keeps informed of updates to coding standards and regulatory requirements to ensure accurate documentation and billing.
 - b) Submits billing to various funding sources on schedule, ensuring compliance with all submission protocols and timelines.
 - c) Builds and sustains strong relationships with billing partners by proactively identifying and resolving issues, ensuring continuity and accountability.
 - d) Works collaboratively with the Referral Coordinator to manage client intakes and align them with appropriate funding streams.
 - e) Identifies and evaluates potential funding opportunities to diversify revenue sources and strengthen Dale House's financial resilience.
- 6) Oversees the maintenance of agency contracts and licenses, monitoring key due dates to prevent lapses.
 - a) Collaborates closely with the Program Administrator to oversee and execute contract management, licensing, and due date tracking.
 - b) Participates in the reapplication and maintenance process for agency contracts, ensuring all documentation is updated and deadlines are met.
- 7) Community and Mission-Based Responsibilities.
 - a) Assist in the general stewardship and upkeep of Dale House Project facilities.
 - b) Participate in Family Nights, community events, devotionals, and celebrations.
 - c) Lead staff devotionals and model Christian integrity in daily life.
 - d) Commit to personal spiritual growth and development in the Christian faith, servant leadership, biblical stewardship, and fostering a culture of discipleship and strong staff relationships.

This description is not intended, and should not be construed, to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with this job. It is intended to be an accurate reflection of the principal job elements essential for making compensation decisions.