



San Gabriel / Pomona Regional Center

Quality Assurance Specialist- Community Services Department

Full-time, non-exempt

Salary Range - \$25.60- \$49.13 hourly

The Organization

San Gabriel/Pomona Regional Center (SG/PRC) is a private, non-profit agency that is contracted with the State of California, Department of Developmental Services, to provide services to individuals with intellectual and developmental disabilities. SG/PRC has proudly served the San Gabriel and Pomona Valleys since 1986, serving 30 cities in its catchment area. We serve individuals across the lifespan from infants and toddlers, school age children, transition-age youth, to adults and aging adults.

The position

This position reports to the Manager of Quality Assurance.

Essential Job Functions

- Provides quality assurance monitoring to existing and newly developed vendors which may include any of the following categories: Community Care Facilities (including Specialized Residential Services); Day Programs; Health Facilities and Independent/Supportive Living Programs; Infant Development Programs; After-School Programs; and programs previously funded under Habilitation such as Work Activity Programs and Supported/ Employment.
- Provides technical assistance and training to vendors regarding program designs and vendor expectations
- Conducts investigations on complaints
- Provides follow-up on quality assurance evaluation results with vendors
- Resolves vendor complaints regarding evaluations; and communicate with Service Coordinators and Managers about program/facility issues
- Partners with other regional center staff, and personnel from outside agencies on projects/interagency agreements
- Ensures compliance with agency standards, policies and procedures and performs other related duties as required.

Employment Standards

Bachelor degree in the human social services fields, business, or a related field and three years experience working with individuals with developmental disabilities. A Master's degree in a related field can be substituted for one year of the required experience.

Knowledge and Abilities

- Characteristics of individuals with developmental disabilities
- Intervention techniques
- Quality assessment techniques and procedures
- Knowledge of Titles 17 & 22
- Ability to independently plan and schedule work; formulate goals and objectives
- Effectively communicate verbally and in writing
- Set priorities
- Conflict resolution skills
- Interact with other from a wide variety of cultural and social backgrounds
- Knowledge of word processing software (Microsoft Word) is required
- This list is not all inclusive
- Proficiency in another language is a plus

Other Essential Requirements

- A valid driver's license, reliable transportation and minimum liability insurance coverage is required.

SG/PRC Offers an Excellent Benefits Package including:

- Health Insurance – SG/PRC pays the full cost medical plan coverage for full-time employees. We also offer dependents coverage purchased by employees.
- Dental Insurance – SG/PRC pays the full cost of the Dental DMO and PPO Plan for employees. dependents. We also offer dental coverage to dependents purchased by employees.
- No cost Life, Accidental Death & Disability, Long Term Disability Insurance for employees
- No cost Vision plan for employees
- Retirement plan – SG/PRC Contributes 8% of employees' salary, every pay period into 401(a)
- SG/PRC also offers a 403 (b) matching plan and matches up to 6.2% of the employees' contribution.
- Participate in the Public Service Loan Forgiveness program
- Paid Time Off – Eligible for 2 weeks of accrued vacation in the first year, 8 hours per month sick time, wellness program, milestone awards and appreciation time off.
- Holidays – SG/PRC offers 20 paid holidays throughout the year
- Pre-Tax Flexible Spending Account for eligible health care expenses
- Pre-Tax Dependent Care Flexible Spending Account for eligible dependent care expenses
- 9/80 Alternate Work Schedule
- Most positions offer a hybrid remote work option

Professional Development Opportunities & Growth

SG/PRC values the professional development of staff! Many Services Coordinators and Administrative Staff gain experience and enter into Supervisor, Manager or Director positions.

Diversity, Equity, and Inclusion

At SG/PRC, we value and celebrate diversity! In September 2022, SG/PRC launched an initiative to enhance and strengthen our commitment to diversity and belonging.