

# Director of Quality Assurance

5/19/2026

## Job Summary

The Director of Quality Assurance is responsible for the development, implementation, oversight, and continuous improvement of KSI's quality assurance, compliance, and performance improvement systems for services provided to individuals with intellectual and developmental disabilities. This position ensures organizational compliance with all applicable federal, state, and Division of Developmental Disabilities Services (DDDS) regulations, standards, policies, and contractual obligations related to day habilitation, prevocational, and community-based services in Delaware.

The position supervises Program Directors, Case Managers, and Direct Support Professionals (DSPs) to ensure quality, person-centered practices, health and safety protections, documentation integrity, and regulatory compliance. Additional operation departments may fall under. The position collaborates with leadership to promote continuous quality improvement and positive outcomes for individuals served. The ideal candidate has an understanding of day program support services and strong knowledge of home and community-based services. This position starts at \$72,500.00.

## Regulatory Compliance and Quality Assurance

1. Develops, implements, and maintains programs under KSI for quality assurance and compliance programs in accordance with Delaware DDDS requirements, Medicaid waiver regulations, HCBS Final Rule requirements, and applicable federal and state laws.
2. Monitor compliance with:
  - DDDS standards and provider requirements
  - Delaware Medicaid and HCBS waiver regulations
  - CMS requirements
  - Incident reporting and investigation requirements
  - Health, safety, and rights protections
  - Person-centered planning requirements
  - Documentation and billing standards
3. Conducts regular internal audits of program documentation, service delivery records, staff files, training records, medication administration records, attendance records, incident reports, and billing documentation.
4. Ensures timely corrective action plans are developed, implemented, monitored, and resolved following audits, investigations, or state reviews.
5. Prepares for and coordinate state reviews, Medicaid audits, and accreditation surveys as applicable.
6. Maintains current knowledge of all relevant Delaware and federal regulations impacting developmental disability services.

## Leadership and Supervision

1. Provides direct supervision, coaching, and performance management to Program Directors and other assigned supervisory staff.

2. Oversees and supports Program Directors and other assigned supervisory staff to ensure quality service delivery and adherence to policies and procedures.
3. Assists leadership with workforce development and staff retention initiatives.
4. Participates in hiring, onboarding, training, disciplinary actions, evaluations, and labor relation's processes for assigned staff.
5. Promotes a culture of accountability, ethical conduct, person-centered supports, and continuous improvement.

### **Program Oversight**

1. Monitors day habilitation and prevocational services to ensure services are delivered according to individualized service plans, behavioral support plans, and person-centered goals.
2. Ensures individuals receive services in the least restrictive environment while supporting community inclusion, choice, independence, dignity, and informed decision-making.
3. Reviews service utilization and program effectiveness to identify trends, risks, and opportunities for improvement.
4. Collaborates with operational leadership to improve program outcomes and service quality.

### **Incident Management and Risk Reduction**

1. Assists in oversight of incident management systems, including reporting, investigations, trend analysis, and follow-up activities.
2. Ensures incidents are reported within required timelines and according to DDDS and agency policy.
3. Analyzes trends related to injuries, medication errors, abuse/neglect allegations, behavioral incidents, and other risk indicators.
4. Develops and implement risk mitigation strategies and quality improvement initiatives.

### **Training and Staff Development**

1. Ensures staff complete all required initial and annual trainings in accordance with DDDS, Medicaid, OSHA, HIPAA, CPR/First Aid, abuse prevention, behavioral support, and other regulatory requirements.
2. Assists/develops and facilitate compliance-related training and education for staff and leadership.
3. Monitor staff competency and adherence to policies, procedures, and service standards.

### **Documentation and Data Management**

1. Ensures accurate, timely, and compliant documentation of services, progress notes, incident reports, assessments, and individual records.
2. Monitors electronic health records and documentation systems for compliance and accuracy.
3. Prepares reports for executive leadership, regulatory agencies, and stakeholders as required.

### **Policy and Procedure Administration**

1. Assists/develops, revises, and implement agency policies and procedures to maintain regulatory compliance and best practices.
2. Ensures policies reflect current DDDS requirements, HCBS standards, and organizational expectations.
3. Communicates policy updates and procedural changes to staff in a timely manner.

### **Collaboration and Communication**

1. Serves as liaison with DDDS representatives, state agencies, auditors, and external stakeholders.
2. Participates in interdisciplinary team meetings, leadership meetings, and quality improvement committees.
3. Collaborates with families, guardians, advocates, and community partners to support quality services and positive outcomes.

### **Other Requirements**

1. Adheres to all KSI policies and procedures.
2. Follows all safety procedures and works in a safe manner.
3. Attends community events, fairs, or other community items outside “normal” KSI hours as needed.
4. Maintains specific training and/or certification applicable to position as required by DDDS; approved behavior intervention programs and CPR/First Aid/AED. Responsible for completing on-line training on-time. Initial training may include but is not limited to; New Employee Orientation, CPR/AED, First Aid, and all other training and certifications.
5. Conducts themselves in a positive and professional manner. Will have and project a positive and supportive attitude about KSI, fellow employees and the individuals KSI serves.
6. Completes other duties as assigned by the Vice President of Operations or designee.

### **Interactions**

Develops an effective working relationship with all KSI departments and staff; maintains contact with funding sources for regulatory compliance; coordinates/oversees applicable internal committees; assists as needed in coordination of tours with families, providers, and other agencies; serves as KSI liaison with outside agencies including DDDS, Managed Care Organizations, Nursing and Behavioral management agencies.

### **Skills and Abilities**

Knowledge of person-centered practices and supports for individuals with intellectual and developmental disabilities; Ability to interpret and apply federal, state, and agency regulations; ability to lead audits, investigations, and corrective action processes; strong leadership and staff development abilities; ability to manage multiple priorities and deadlines; strong leadership and staff development abilities; strong written and verbal communication skills; ability to maintain confidentiality and professionalism.

## **Qualifications**

Bachelor's degree in Human Services, Social Work, Healthcare Administration, Nursing or other related field preferred; A minimum of five (5) years of experience in developmental disabilities services, behavioral health, healthcare compliance, or human services; minimum of three (3) years of supervisory or management experience; Knowledge of Delaware DDDS regulations, Medicaid Waiver services, HCBS Final Rule requirements, and quality assurance; strong knowledge of incident management, regulatory compliance, and quality improvement strategies.

Must be able to sit, stand, walk, bend, and lift up to 25 pounds as needed; must be able to travel to program sites and community locations for KSI programs; ability to respond to emergencies and conduct on-site reviews when necessary, during normal program hours; must pass a Criminal Background check, Adult Abuse Registry check and Child Abuse Registry check and Sex Offender Listing. Must have a valid Delaware driver's license with no more than two moving violations at time of hire.

**KSI, Inc. provides equal employment opportunities to all employees and applicants for employment**

**F/M/Veterans/Disabled/Sexual Orientation/Gender Identity**