



Regional Quality Council Reviewer Position Description

Regional Quality Council Summary:

In July 2016, the Minnesota Department of Human Services (DHS), with advice from the State Quality Council, issued grant to form 3 regional quality councils. The 3 councils include the Metro Regional Quality Council (counties of Hennepin, Scott and Dakota), the Arrowhead Regional Quality Council (counties of St. Louis, Carlton, Lake and Cook) and the Region 10 Quality Council (counties of Olmsted, Wabasha and Houston).

The Regional Quality Councils will:

- Set up a quality monitoring system that includes person-centered quality reviews to measure and report on services for people with disabilities in their regions
- Analyze information and coordinate a regional response to access barriers and service gaps
- Set priorities to improve home and community based long-term service and supports for people with disabilities based on regional strengths and needs
- Report regional findings to the State Quality Council, which will share the information with the Department of Human Services and make recommendations for system improvements

Position Summary: Directly supporting the goals of the Regional Quality Council, the Quality Reviewer will use person centered interviewing skills to conduct quality reviews with individuals receiving home and community based services. The Quality Reviewer will actively listen to interview participants in order to accurately understand and record their perceptions about the quality of services they receive.

Essential Functions:

- Complete training on conducting person-centered quality reviews and demonstrate competency
- Meet in person with people that are receiving home and community based services to interview them about their quality of life
- Conduct a minimum of 5 quality reviews per year
- Travel to interview locations, which will include travel to residential or community locations
- Accurately enter and manage data collected from interviews and follow data privacy guidelines
- Other duties as requested

Benefits:

- Stipend per review completed
- Invited to training opportunities for personal and professional development
- Will gain a better understanding of the issues facing the disability community and will learn advocacy methods
- Demonstrate professional demeanor in behavior, appearance and communication to multiple audiences
- Develop effective relationships with individuals with disabilities, their families, colleagues and supervisor

To improve the quality of services and supports for people with disabilities

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REGION 10 COUNCIL • 6301 Bandel Rd NW, Suite 605, Rochester, MN 55901



Qualifications:

- Strong interpersonal and problem solving skills necessary
- Ability to successfully work both as a team member and independently
- Reliable, flexible, detail oriented and open to feedback
- Basic computing skills
- Multiple language capabilities preferred, but not required
- Knowledge of Person-Centered Thinking/Planning preferred, but not required
- Work, life or educational experience with disabilities

Time Commitment:

- Initial orientation/training will be 10-15 hours, with on-going training as needed. Review total time (including travel) may be up to 4 hours. Reviewers are asked to complete at least 5 reviews a year, but preferably 1 review a month.

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