



Quality Assurance / Team Lead - Consultant

Apply now

Location: Washington, DC, 20036

AltaSource Management Company LLC, (AMC) is a resource management and healthcare services firm, that provides services and technology for commercial, state and federal clients by maintaining, monitoring and improving the quality of client focused outcomes in the Mid-Atlantic region.

The Quality Assurance / Team Lead will be responsible for ensuring standardized execution of workflow processes, including conducting performance audits, quality reviews, and compliance adherence. The ideal candidate will have a strong service background, extreme attention to detail, a high understanding of technology, amazing organizational skills and a willingness to be part of a team. Job duties will include cultivating a productive team environment that demonstrates determination, person centered commitment, focused motivation on quality outcomes and promoters of quality care plan management within the department or region.

Essential Duties and Responsibilities:

The Quality Assurance / Team Lead will have experience developing care plan protocols that are inclusive of caregivers and community resources. Define clear team responsibility and accountability in the overall standard of care of members. The QA / team lead will report directly to the Program Director. The majority of the duties of this position must be performed without delay as this is a critical position affecting professionals and the success of their business.

- Provide case management oversight of monthly submissions for billing, Fair Hearing processes, recertifications, attestations, and clinical documentation in DC Care Connect
- Conduct bi-weekly touch base and quarterly reviews with case management team
- Onboard and train new case managers
- Caseload management – program discharge, internal/external transfers

Additional Roles and Responsibilities:

- Excellent oral and written communication skills as demonstrated by the ability to convey precise, technical information clearly and concisely. Special interpersonal skills that foster positive working relationships with internal and external customers, including a pleasant telephone manner
- Ability to analyze and integrate complex medical information and make sound decisions. Resourcefulness as demonstrated by the effective application of professional knowledge to new situations
- Demonstrated ability to make sound decisions based upon established guidelines



- Strong organizational and prioritization skills as demonstrated by the ability to handle multiple tasks concurrently
- Proficient with Microsoft Office applications and Google Documents; DC Care Connect experience preferred

Job Requirements:

- Master's Degree in Social Work with current, unrestricted, licensure in the District of Columbia, Maryland or Virginia or Master's Degree in Nursing
- Minimum three (3) years' experience in Utilization Management, Discharge Planning, Case Management or Home Care
- CPR and First-Aid Certification
- Bi-lingual communication skills are a plus.
- Creative problem solving skills. Strong communication skills, verbal and written
- Ability to interact successfully with both internal and external customers at all levels
- To be considered an applicant for this position you must show how you meet the basic qualifications of the job in a resume or document you submit.

Compensation and Benefits:

Competitive compensation and benefits package commensurate with experience.

Job Type: Part-time

Nearest Major Market: Washington, DC

Employment by AMC is contingent upon completing Form I-9 Employment Eligibility Verification, education verification, and satisfactory reference and background checks.

AMC, is committed to providing equal employment opportunity ("EEO") and will make employment decisions without regard to race, color, religion, national origin, citizenship, age, sex, gender, sexual orientation, sexual preference, gender identity or gender expression, veteran status, marital status, disability, or any other characteristic protected under applicable laws and regulations. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of disability, protected veteran status or any other characteristic protected under applicable laws and regulations. Under the Americans with Disabilities Act and other applicable laws AMC will provide reasonable accommodation to disabled applicants upon request during the application process to ensure equal opportunities to be considered for employment.

Send your resume to:

AltaSource Management Company
1900 M Street NW, Suite 301
Washington, DC 20036
Attn: Human Resources