



# familytapestry

## Quality Assurance Specialist

Want to join one of South Texas' premier child welfare agencies in "restoring innocence and strengthening families?" Family Tapestry, a Division of The Children's Shelter, is looking for you! Since 1901, The Children's Shelter has provided a continuum of Trauma-Informed Care for Bexar County children with a history of prolonged abuse, abandonment and/or neglect. Family Tapestry was created in 2018 to weave together the community to transform the foster care experience in Bexar County. Our goal at Family Tapestry is to ensure each child is safe in care, achieves permanency, improves their overall wellbeing, experiences fewer moves and shorter stays in care, and increases family engagement, which leads to better outcomes, trusting relationships, and meaningful connections. It takes one person to change the life of a child. Will you be part of our tapestry to fulfill our mission?

The Quality Assurance & Contract Specialist is responsible for ensuring compliance with all processes, regulations and minimum standards as outlined in the Provider contract. The Quality Assurance & Contract Specialist will collaborate with the network of providers under contract with Family Tapestry to review, monitor and report performance on all aspects of substitute care. Additionally, the Quality Assurance & Contract Specialist works with the provider network to develop and implement performance improvement plans and tracks results to ensure all issues are remediated.

### **Responsibilities Include:**

- In collaboration with the Quality Assurance Director, develop quantitative indicators, outcomes and outputs that can be used by the Department to objectively measure the Provider's performance and leverage those measures to improve services.
- Reviews the results of quality assurance reviews and other outputs such as critical incident reports and grievances and appeals, to initiate system/process improvements.
- Leads quality improvement activities and network quality reviews to improve compliance, efficiency and effectiveness of services and adherence to contract.
- Measures performance outcomes established at the federal and state level in relation to Family Tapestry and its provider network.
- Builds and maintains strong, collaborative relationships with DFPS and the provider network.

### **Requirements:**

- Requires Bachelor's Degree from an accredited college or university.
- Certification in Certified Texas Contract Manager Certification (CTCM) training within one year of employment.
- Previous work in the foster care system or understanding of the Texas DFPS system is preferred.
- Working knowledge of Minimum Standards for Child Placing Agencies is preferred.
- Bilingual with English and Spanish is a plus

**Family Tapestry is a Division of The Children's Shelter - an Equal Opportunity Employer committed to a culturally diverse workplace and offering a competitive pay and benefits package.**

You can apply on-line by visiting our website [www.familytapestry.org](http://www.familytapestry.org) or in person at:

2939 W. Woodlawn Ave.  
San Antonio, TX 78228  
Monday-Friday 8am-5pm