

E-Badge Academy Quality Assurance Specialist

The Quality Assurance Specialist ensures that NADSP's E-Badge Academy meets and exceeds, established national certification program quality standards and industry benchmarks. The Quality Assurance Specialist will monitor E-Badge Academy processes, fraudulent submissions, E-Badge Reviewer standards and investigations. This employee is critical to meeting the overall outcomes and procedures set forth by NADSP's certification programs. The Quality Assurance Specialist will propose measure and process improvements to enhance operations, ensure reliability of systems, and minimize fraud, reviewer errors, and operational shortfalls.

In the quality assurance specialist role, the Quality Assurance Specialist will be responsible for generating and implementing quality assurance standards, conducting quality inspections, identifying and investigating fraudulent activity, recommending solutions and creating regular reports and archives. Success in this role will be demonstrated by developing and implementing strategies to meet certification standards and optimizing costs to improve the NADSP's certification programs.

Responsibilities:

- Compile twice-weekly reports on submissions which are overdue for review and communicate with assigned reviewers as needed.
- In collaboration with the Director of Certification and Accreditation and the Manager of Certification and Accreditation, participate in bi-monthly meetings with reviewers and local administrators.
- In collaboration with the Director of Certification and Accreditation and the Manager of Certification and Accreditation, conduct annual one-on-one meetings with contracted reviewers.
- Serve as the key point of contact for investigations of certification fraud.
- Conduct fraud investigations as assigned working with local administrators within respective organizations.
- Complete periodic quality checks of reviewers for consistency in reviewer responses reflective of the NADSP policies and standard.
- Work with the Director of Certification and Accreditation and Manager of Certification and Accreditation in the development of an annual IRR process for all E-Badge Academy Reviews.
- Complete annual reviews of all E-Badge Academy policies and practices and formulate recommendations for quality improvement and policy updates.

- Work with the full E-Badge Academy team by attending scheduled team meetings and provide input into quality improvement of the E-Badge Academy.
- Work with the Director of Certification and Accreditation and Manager of Certification and Accreditation to track accredited education materials and ensure re-accreditation of materials as they come due.
- Work with the Director of Education to complete annual curricula review, and update curricula materials and content as appropriate.
- Review both accredited education and core competency badges as assigned.
- Support other NADSP initiatives and work as needed.

E-Badge Academy Quality Assurance Specialist Job Requirements and Qualifications

- Minimum 3 years of QA experience
- Outstanding investigatory skills, problem-solving and decision-making skills
- Excellent verbal and writing skills
- Strong analytical and organizational skills with strong attention to detail
- Proven history of effective teamwork
- Familiarity with the NADSP and E-Badge Academy a plus
- Must be able to successfully pass the E-Badge Academy Reviewer Inter-Rater Review test.
- Experience as, or working with, direct support professionals is preferred.
- Experience in creating, monitoring, and promoting quality standards is required.
- Bachelor's degree in quality assurance or disabilities related field

NADSP provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.