

CARF Job Description

Job title:	Resource Specialist
Department/sub-department:	Accreditation Services/Customer Service Unit
Reports to:	Senior Resource Specialist or Managing Director (AS/CCAC)
FLSA status:	Exempt
Prepared by and date:	Human Resources Generalist/March 2014
Revised by and date:	Chief Accreditation Officer/January 2016
Approved by and date:	Human Resources and Training Manager/May 2016

Position summary

The resource specialist position provides specialized technical assistance regarding the CARF standards and accreditation process. This includes frequent customer contact with new and currently accredited organizations, interaction with surveyors, and communication with others, with a focus on customer satisfaction to promote retention of business and development of new customers. The position also supports internal processes in new business development related to the assigned customer service unit (CSU).

Essential duties and responsibilities

The following duties and responsibilities represent the essential functions of this job that an individual must be able to perform with or without a reasonable accommodation:

- Provides detailed, consistent, and accurate consultation and technical assistance to organizations and surveyors regarding survey procedures and processes and standards interpretation; activities include frequent telephone and email contact and other written communication.
- Serves as content expert for organizations and surveyors regarding interpretation of standards, survey and accreditation process.
- Interacts with existing customers to promote business retention and timely submission of Intent applications and related materials.
- Interacts with organizations regarding new business opportunities, gathers pertinent organizational details, enters data into account information management system (AIMS), and makes updates at strategic business points to encourage market growth.
- Assists with ongoing customer concerns; this includes, but is not limited to, responding to issues that arise on site during surveys, with surveyors and organizations, and with daily operations; communicates effectively to appropriate internal operations; and documents accordingly.
- Interacts with internal operations routinely in a manner that promotes success toward reaching the established goals and objectives of the unit and organization at large; this includes assisting in survey planning strategies, original survey and merger/acquisition/change in ownership processing, the appeal process, and problem-solving activities as needed.
- Assists with responding to allegations and self-reports per the established policies and procedures; this may include communicating with the complainant, an organization, the survey team, funding or regulatory sources, consumer groups, and other pertinent stakeholders; documents accordingly.
- Edits or assists with editing of accreditation reports and completion of the editing of accreditation reports that are outsourced for review and coordinates with team members for review of special reports, such as One-Year Accreditation outcomes.

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- Assists in the development, production, and review of documents, articles, or other written materials needed for the CSU.
- Participates in CSU surveyor trainings; assists with the review, revision, and development of surveyor training and other presentation materials; participation may include conducting presentations, regional training sessions, webinars, and other educational events as needed.
- Participates as requested on internal committees or task force groups for business reengineering plans or for revision or development of written policies, procedures, and standards; attends unit or staff meetings as required.
- Reviews Quality Improvement Plans (QIPs) as necessary for accuracy and communicates with organizations regarding discrepancies and timely submission; assists organizations in planning and maintaining quality between accreditation cycles.
- Reviews Annual Conformance to Quality Reports (ACQRs) as necessary and communicates with organizations to resolve concerns, missing information, and issues relating to compliance with the policy.
- Possesses mastery of and appropriately uses AIMS as it relates to applicable duties and responsibilities.
- Reviews electronic feedback and addresses areas of concern with applicable surveyors or organizations as appropriate.
- Communicates areas of concern to surveyors in a professional manner to facilitate survey process, e.g. allegations, special needs of organization or related to type of survey.
- Conducts crosswalks of accreditation standards and state regulations in development of public-private partnerships as requested.

Note: Duties and responsibilities are not all inclusive and may change at any time, with or without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualifications, education and/or experience

The following qualifications represent the training, education, certifications, licensures, and/or work experience required to perform the essential duties and responsibilities successfully:

- Master's degree and two (2) years experience relevant to the specific Customer Service Unit; or a bachelor's degree and five (5) years experience relevant to the specific Customer Service Unit; or an equivalent combination of education and experience.
- Ability to respond to complex inquiries or complaints from customers, regulatory agencies, or members of the accreditation community. Ability to communicate direction and support to staff members. Ability to effectively present information to top management, public groups, and/or boards of directors.
- Proficient in Microsoft Office products, including Word, PowerPoint (e.g., designing presentations incorporating graphics and imported data) and Outlook (e.g., arranging meetings, recurring reminders, and task management). Functional mastery of AIMS.

Competencies

The following competencies represent the knowledge, skills, and/or abilities required to perform the essential duties and responsibilities successfully.

Values-based competencies

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- **Respect** - Treats people with dignity and respect, values diversity, demonstrates cultural competence, promotes a harassment-free environment, keeps commitments, and inspires the trust of others.
- **Excellence** - Meets challenges with resourcefulness and generates suggestions for improving own work, as well as CARF products, services, and people.
- **Stewardship** - Follows policies and procedures, promotes safety and security awareness, works ethically and with integrity, upholds organizational values, maintains a positive and professional demeanor, and maintains and uses equipment and materials properly.
- **Partnership/teamwork** - Contributes to building a positive team spirit, puts success of team above own interests, exhibits objectivity and openness to others' views, gives and welcomes feedback, and supports everyone's efforts to succeed.
- **Excitement** - Supports bold thinking and develops innovative approaches and ideas.
- **Communication (open)** - Listens to others, acknowledges other points of view, effectively transfers information and expresses ideas in individual or group situations, and maintains confidentiality.
- **Technology** - Champions technology to support unique business solutions.

Core competencies

- **Communication (oral)** - Speaks clearly and persuasively in positive or negative situations, listens and gets clarification, responds well to questions, participates in meetings, and demonstrates group presentation skills as appropriate.
- **Communication (written)** - Writes clearly and informatively, edits work for spelling and grammar, varies writing style to meet needs, presents numerical data effectively, and reads and interprets written information.
- **Continuous learning** - Continuously strives to build own knowledge, skills, and abilities; actively identifies new areas for learning; regularly creates and takes advantage of learning opportunities; and applies newly acquired knowledge, skills, and abilities.
- **Customer service** - Manages difficult or emotional customer situations, responds promptly to requests for service and assistance, solicits customer feedback to improve service, and meets commitments.
- **Dependability** - Works independently within general guidelines, accepts responsibility for own actions, keeps commitments; meets productivity standards, completes work in a timely manner, and manages attendance to meet work requirements by adhering to company attendance policy and arriving to meetings and appointments on time.
- **Job knowledge** - Understands job duties and responsibilities, possesses necessary job skills and knowledge, understands and uses technology appropriately, understands and promotes department mission and values, and keeps current with new developments in profession and field.
- **Leadership** - Displays passion and optimism, inspires respect and trust, influences actions and opinions of others as appropriate, mobilizes others to fulfill the vision as appropriate, and provides vision and inspiration to peers and/or subordinates.
- **Planning/organizing** - Prioritizes and plans work activities; uses time efficiently, sets short- and long-term goals and objectives, aligns objectives and actions with organizational goals, and develops realistic action and contingency plans.
- **Problem solving** - Anticipates, identifies, and resolves problems in a timely manner; gathers and analyzes information skillfully; works to overcome obstacles; develops alternative solutions; works well in group problem-solving situations; and uses reason, even when dealing with emotional topics.

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- **Productivity** – Efficiently plans, sets priorities, and executes work; accurately scopes out work; creates efficient workflows, processes, and procedures; meets productivity standards; allocates resources properly; and takes on additional responsibilities, as needed.
- **Quality** - Demonstrates accuracy and thoroughness, monitors own work to ensure quality, and looks for ways to improve and promote quality standards.

Position-specific competencies

- **Adaptability** - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; and deals with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information, collects and researches data, and uses intuition and experience to complement data.
- **Business acumen** - Understands business implications of decisions and aligns work with departmental and/or organizational goals.
- **Change management** - Develops workable implementation plans and communicates changes effectively.
- **Fiscal responsibility** - Works within approved budgets, contributes to budget development as appropriate, provides accurate estimates, monitors expenditures, and applies cost-saving techniques.
- **Initiative** - Seeks increased responsibilities, takes independent actions and calculated risks, effectively identifies new opportunities and challenges, and determines how to facilitate positive outcomes.
- **Innovation** - Displays original thinking and creativity, meets challenges with resourcefulness, develops innovative approaches and ideas, and presents ideas and information in a manner that gets others' attention.
- **Interpersonal skills** - Focuses on solving conflict, not blaming others; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas; and tries new things.
- **Judgment** - Displays willingness to make decisions, exhibits sound and accurate judgment, supports and explains reasoning for decisions, includes appropriate people in decision-making process, and makes timely decisions.
- **Motivation** - Sets and achieves challenging goals, demonstrates persistence and overcomes obstacles, measures self against standard of excellence, and takes calculated risks to accomplish goals.
- **Multitasking** - Displays an ability to handle multiple tasks in an efficient and timely manner.
- **Project management** - Develops project plans; coordinates projects, communicates changes and progress, completes projects on time and within budget constraints, and manages project team activities.
- **Research** - Identifies relevant sources of information, synthesizes data into meaningful terms, and presents interpretation of findings.
- **Strategic thinking** - Develops strategies to achieve organizational goals, understands organization's strengths and weaknesses, analyzes market and competition, identifies external threats and opportunities, and adapts strategy to changing conditions.
- **Training** - Aligns objectives with organizational goals, prepares for instructional delivery; and facilitates participant learning, evaluates training effectiveness.