

CARF Job Description

Job title:	Staff Assistant
Department/sub-department:	Research and Quality Improvement (RQI)
Reports to:	Chief Research Officer
FLSA status:	Non-exempt (II)

Position summary

Provide diverse clerical, administrative, and other office support for the RQI department.

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:

- Clerical support duties including, but not limited to copying, mailings, processing, and sending and receiving faxes.
- Data processing including data entry, survey filing and pulling files, logging and checking.
- Conduct phone calls including phone surveys, contacting organizations, surveyors, and survey respondents.
- Assist in technical support to CARF surveyors with their eChecklist needs.
- Assist in maintaining departmental files.
- Proof read RQI/uSPEQ reports or documents. Audit and evaluate inconsistencies in data and draft reports, and notify appropriate staff. Spot check ODS database data for accuracy.
- Proof read correspondence and add inserts, as needed.
- Enter uSPEQ data, audit for inconsistencies, and provide QA for uSPEQ Reports.
- Scan surveys and other documents, and store documents according to established procedures.
- Process surveys with Remark
- Track non-disclosure agreements for uSPEQ survey interests.
- Assist with Transforming Outcomes Institute.

Special job demands:

- Some weekend and after-hours work is required.

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:

- High school diploma or equivalent and one (1) year experience in general clerical duties.
- Knowledge of Microsoft Office (e.g., Word, Excel, Outlook) and the internet.
- Experience with a multiline phone system.
- Must be authorized to work in the United States. Does not now or in the future require sponsorship for employment visa status, including but not limited to H-1B visa status.

CARF Job Description

Competencies

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

Values-based competencies:

- **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.

CARF Job Description

- **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.
- **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.
- **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.
- **Research** - Identifies relevant sources of information, synthesizes data into meaningful terms, and presents interpretation of findings.