

CARF Job Description

Job title:	Survey Findings Reviewer
Department/sub-department:	Account Services/General
Reports to:	Account Manager
FLSA status:	Exempt
Prepared by and date:	Chief Accreditation Officer/August 2017
Reviewed by and date:	Human Resources and Training Manager/September 2017
Approved by and date:	Human Resources and Training Manager/September 2017

Position summary

The Survey Findings Reviewer position evaluates the onsite findings documented by the survey team in the CARF eChecklist to determine their face validity. The position communicates with the survey team and/or staff when necessary to determine the apparent appropriateness of any finding or the recommended accreditation decision. The position updates the eChecklist to reflect the results of its evaluation and ensure clear and complete content that will result in a professional Accreditation Report.

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:

- Read, create, update and delete comments, ratings and other entries in the master eChecklist submitted by the survey team, as appropriate, to ensure that: each rating reflects any associated comments; each comment reflects each ratable element to which it relates; each comment and other modifiable text is written in accordance with applicable CARF guidelines; the recommended accreditation decision reflects the findings in accordance with applicable CARF guidelines; and the eChecklist contains all of the information necessary for CARF to issue an appropriate accreditation decision and a meaningful Accreditation Report that provides value to the organization, accurately reflects the survey findings, and supports the accreditation decision.
- Communicate with the survey team and/or staff when necessary to determine the appropriateness of any finding or the recommended accreditation decision or to otherwise obtain necessary information.
- Assign the eChecklist to the appropriate CARF Person Responsible for further review (following complete evaluation) in the event the accreditation decision recommended by the survey team or the Survey Findings Reviewer is other than Three/Five-Year or Preliminary Accreditation.
- Possess mastery of and appropriately use Pivotal CRM (AIMS) as it relates to applicable duties and responsibilities.
- Possess mastery of and appropriately use the CARF eChecklist as it relates to applicable duties and responsibilities.
- Participate in the process of providing feedback to and addressing areas of concern with surveyors regarding their use of the eChecklist, as appropriate.
- Participate in surveyor training and continuing education and the development of associated materials.
- Participate as requested on internal committees or task force groups for business reengineering plans or for revision or development of written policies, procedures, and standards.

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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 health and human services; or a bachelor's degree and five (5) years' experience relevant to health and human services; or an equivalent combination of education and experience.
- Demonstrated ability to effectively communicate (orally and in writing) and make decisions within an established contextual framework.
- 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 Pivotal CRM (AIMS) and CARF eChecklist.

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.

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- **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.
- **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.

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- **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.