

**ORANGE COUNTY ASIAN AND PACIFIC ISLANDER COMMUNITY ALLIANCE, INC.  
JOB ANNOUNCEMENT**

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**Title:** Quality Assurance/Data Analyst (QA/DA)  
**FLSA:** Non-Exempt, Fulltime with Benefits  
**Pay Range/Rate:** \$35 - \$ 37 Per Hour

**Division:** Behavioral Health, Adult FSP  
**Supervisor:** Behavioral Health Director  
**Revised:** October 2023

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**Summary**

Under the supervision of the Behavioral Health Director, QA/DA will assist with data collection, evaluation and analysis of program outcomes and services. This position works under the Adult Full Service Partnership (FSP) program, Project SHINE-OC. The Adult FSP program focuses on Vietnamese population in Orange County and serve participants who have serious mental illness. Project SHINE-OC provides culturally and linguistically competent, family-centered, strength-based, and need-driven models of care/services, where participants identify their needs and strengths while working with care team as equal partners.

**Essential Functions**

- Review programmatic reports in order to make weekly and monthly reports to the Behavioral Health Director, and discuss trends, patterns and predictions using relevant data.
- Use statistical tools to identify, analyze, and interpret patterns and trends in complex data sets could be helpful for the diagnosis and prediction.
- Review all participant's assessments, quarterly reports and outcome measure forms/surveys that are gathered by program staff, and ensure data collection and submission are within required timelines.
- Filter data by reviewing reports and performance indicators to identify and correct problems as needed.
- Collaborate with Data Specialists to complete program reports and ensure information is recorded correctly/promptly in the different electric health records systems.
- Appropriately and thoroughly documents chart reviews using state, county, and Medi-Cal/ Medicare standards as part of the internal quality assurance/improvement process.
- Work closely with the program staff to gather data from respective participants when necessary.
- Monitor the different internal reporting timelines and follow appropriate program protocol to ensure compliance.
- Support and troubleshoot internal database, Exym and other required systems as identify by the Behavioral Health Director and/or funder.
- Develop and maintain databases, data systems, and reorganize data in a readable format as needed.
- Participate in staff meetings, trainings, case conferences, peer review meetings, and supervision sessions.
- Perform statistical research and writing projects involving data collection, summarization, analysis and design.
- Prepare final analysis reports for the stakeholders/funders and conduct presentation to share data/reports, and assist with grant writing as necessary.
- May coordinate development of mental health services data and information.
- Perform any other functions as needed by management and agency.

**Minimum Qualifications - Knowledge, Skills and Abilities Required:**

- Master's degree or extensive experience equivalent with at least 2-3 years related experience
- Demonstrate knowledge of and sensitivity to diverse cultures.
- Ability to work in a multidisciplinary team inclusive of internal staff, community service providers, participants, family members, etc.
- Excellent verbal, written communication, and computer skills.

- Ability to keep accurate records and prepare reports.
- Ability to be proficient and timely with required paperwork.
- Must be able to work collaboratively with other agency partners.
- Must possess interpersonal skills and ability to maintain professional boundaries.
- California Driver's License, car insurance, and reliable transportation.
- Ability to do some travel for conferences, meetings, trainings, and data collections at other sites.
- Occasional weekend, evening and on-call hours as needed. Ability to work flexible schedule.
- Verification of employment eligibility and background check required.
- Regular attendance required.

**Desired Qualifications - Knowledge, Skills and Abilities:**

- Bicultural and bilingual is desired
- Experience with coalition building and working with several community partners
- Experience working for and/or with community-based nonprofits
- Ability to be flexible and take initiative

**Supervisory Responsibilities:**

- No supervision of employees will be required at this time.

**Environmental Conditions (Working Conditions):**

- Ability to be flexible and take initiative
- Duties to be performed in an office environment which may include shared space, exposed to weather conditions and noise level prevalent at the times when performing community-based duties.

**Physical Requirement:**

- In the course of performing this job, the incumbent typically spends time sitting, standing, driving, walking, typing, filing, listening and speaking.

**Mental Requirement:**

The incumbent in this position must be able to accommodate for any/all of the following: tolerance for distractions/interruptions, uncontrollable changes in priorities/work schedules. They must also be able to process information, think, and conceptualize in a clear and timely manner

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**Application Process**

Application deadline: Until filled.

Please e-mail a resume and 3 professional references (past supervisors including e-mail address and phone number) to [careers@ocapica.org](mailto:careers@ocapica.org). Please ensure that the email subject has the job title: **Quality Assurance/Data Analyst**.

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**Agency Background**

OCAPICA was established in 1997 as a nonprofit organization with a specialty in serving the diverse Asian American and Pacific Islander communities. Since then, OCAPICA has expanded and serves all communities, especially low-income communities through several different programs in health, mental health, workforce development, policy and civic engagement, youth development, and education. OCAPICA has more than 90 employees that speak 24 languages and serve more than 40,000 community members a year.

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*OCAPICA is an Equal Opportunity/Affirmative Action Employer*