

Continuous Quality Improvement Specialist- Raleigh

Entry-level opportunity for a Qualified Professional with IDD experience who is organized, detail-oriented, and ready to grow in quality improvement and compliance. Join our team and help support quality services through documentation review, program support, and compliance activities.

Position Summary

We are seeking a dependable and organized Continuous Quality Improvement Specialist to join our team. This is an entry-level opportunity for a Qualified Professional with IDD experience who wants to grow in quality assurance, compliance, documentation review, and program support. The right candidate will enjoy working with people, learning agency processes, reviewing records, and helping programs meet required standards.

What You'll Do

- Support quality improvement and quality assurance activities across agency programs.
- Review documentation for accuracy, completeness, and required timelines.
- Assist with internal audits, site reviews, peer reviews, and survey preparation.
- Help collect and organize data for reports, meetings, and CQI projects.
- Prepare simple reports, meeting notes, forms, tracking tools, and other written materials.
- Work with program staff, training staff, and leadership to support compliance and service quality.
- Complete required trainings and other assigned duties.

Minimum Qualifications

Applicants must meet North Carolina Qualified Professional requirements for MH/DD/SAS services. You may qualify if you have one of the following combinations of education and experience:

- Bachelor's degree in a non-human services field and at least four years of full-time MH/DD/SA experience with the population served.
- Bachelor's degree in a human services field and at least two years of full-time MH/DD/SA experience with the population served.
- Master's degree in a human services field and at least one year of full-time MH/DD/SA experience with the population served.
- A license, provisional license, certificate, registration, or permit in a human services profession, with required experience as applicable.

What We're Looking For

- Strong attention to detail and ability to stay organized.
- Good written and verbal communication skills.
- Comfortable using Microsoft Outlook, Word, PowerPoint, and basic computer systems.
- Willingness to learn quality improvement, compliance, and documentation review processes.
- Ability to manage tasks, follow through, and work professionally with staff, individuals served, and community partners.

- Experience in IDD, human services, social work, behavioral health, or a related field preferred.

Requirements

- Valid driver's license, appropriate insurance, and ability to travel for work-related duties.
- Ability to work a flexible schedule, including after-hours work as needed.
- Ability to work in office, agency, and community-based environments.
- Ability to lift up to 40 pounds independently.
- Must be free from communicable diseases.
- Commitment to maintaining a safe environment for individuals served, staff, and visitors.
- May be required to serve as facility Safety Officer.

Work Setting

This position is primarily office-based, with travel to agency and community locations as needed. The role includes documentation review, compliance support, quality improvement tasks, and communication with program staff.

Job Details

Job Type: Full-time

Pay: Competitive Wages

Benefits

- Medical Insurance (Full Time)
- Dental Insurance
- Vision
- Telehealth- Online Doctor (Teledoc)
- 401K with company match

Why You'll Love This Job

This is a great opportunity for someone who meets QP requirements, enjoys helping others, and wants to build experience in quality improvement and compliance. You will help programs stay organized, prepared, and focused on providing quality services to individuals with intellectual and developmental disabilities.

How to Apply

If you meet the qualifications and are ready to grow in this field, please submit your application and resume for consideration at [Qualified Professional – Continuous Quality Improvement Specialist – Raleigh - Raleigh, NC - UMHS Jobs](#)