

Minnesota Aging Pathways Quality Assurance Analyst

Central Minnesota Council on Aging is committed to supporting older adults by developing and coordinating community care, reducing isolation, and improving access to services. We invite you to discover how you can be a valuable part of our team, working to enhance the well-being of our aging community.

Central Minnesota Council on Aging is seeking a **full-time Minnesota Aging Pathways Quality Assurance Analyst (QA)**, 40 hours a week within a Monday-Friday, 8:00 am – 4:30 pm schedule. The QA Analyst evaluates staff interactions, identifies trends, supports coaching and training, and improves service delivery systems.

Position Summary

Responsible for monitoring service quality, compliance, and performance within the Minnesota Aging Pathways Contact Center and Resource Coordination programs. This includes conducting evaluations, auditing documentation, analyzing data, and supporting workflow improvements while maintaining an objective QA Analyst role.

Key Responsibilities

- Conduct quality evaluations and documentation audits
- Identify trends and opportunities for improvement
- Support supervisors with coaching and follow-up
- Collaborate with training staff on targeted improvement plans
- Track and analyze KPIs (quality scores, productivity, surveys, and program metrics)
- Develop dashboards, scorecards, and reports
- Provide actionable recommendations to improve performance and service delivery
- Maintain operational awareness by handling approximately 8-12 hours of incoming calls per month

Qualifications

- Bachelor's degree in human services or related field (or equivalent experience)
- Two+ years in quality assurance, contact center operations, case management, or data analysis
- Experience working with older adults, caregivers, or long-term services and supports preferred

Location & Work Arrangement

The position is based in St. Cloud, MN. Employees living within 45 miles of the office are eligible to follow a hybrid schedule with two days per week working on site. Employees residing within our 14-county service region (Benton, Cass, Chisago, Crow Wing, Isanti, Kanabec, Mille Lacs, Morrison, Pine, Sherburne, Stearns, Todd, Wadena, and Wright counties), but more than 45 miles from the office are eligible for a fully remote schedule, based on organizational needs.

Starting Salary Range: \$31.86 – \$36.55

Benefits

- Vacation
- Sick pay
- 403b retirement
- Paid holidays
- Health insurance
- Health savings account

Join Our Team

This role offers a meaningful opportunity to help older adults remain living in the communities they choose. If you are passionate about supporting aging adults and improving access to care and services, we encourage you to apply.

Send cover letter and resume to: Lori Vrolson, Central Minnesota Council on Aging, 3333 West Division Street, Suite 217, St. Cloud, MN 56301 or lori.vrolson@cmcoa.org

We are an Equal Opportunity Employer M/F/D/V/SO