



Company Overview: True Care is a licensed Home Care Agency providing outstanding homecare service in the New York Metropolitan area. Our passionate dedication to our clients sets True Care apart. We work with our clients individually to ensure their satisfaction and comfort with the paraprofessionals caring for them. It is our mission to continue to raise the standard of homecare services. We are committed to providing the highest level of care by maintaining excellence in staff, procedures, and responsiveness. The True Care team is Healthcare professionals who are committed to helping our patients and caregivers experience the most excellent care.

Position Title: Quality Assurance Associate -Brooklyn, New York

Job Requirement: The Quality Assurance Associate will work collaboratively with the Internal Department and managers to ensure the accuracy of client documentation and records. He/ She participates in resolving staffing conflicts, patient satisfaction surveys and review quality related benchmarks to ensure the highest level of quality care.

Job Requirement:

- Knowledge of HHA eXchange is highly preferred
- Strong interpersonal and communication skills
- Able to deal with difficult or sensitive situations in person or on the phone
- Excellent customer service having empathy and patience in working for elderly population
- Able to multitask and work in an extremely fast paced environment
- Ability to maintain a professional demeanor when handling issues

Qualification:

- High School diploma/ GED equivalent
- Must be bilingual in Chinese (Cantonese, Mandarin and English)

Salary range commensurate with experience \$15-\$23