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POSITION DESCRIPTION

JOB TITLE: Director of Quality Improvement

Description

1. Supervise Quality Improvement staff to, and assist program staff to meet Federal, State and local code and regulations and accrediting body standards.
2. Facilitate the preparation of Annual Action Plans, in support of long range strategic plans, for submission at the beginning and end of the year.
3. Supervise Case Record Review activities and the preparation of quarterly and annual Case Record Review reports, aggregating data, analyzing trends, and working collaboratively with program staff regarding follow-up activities and improvements, as required.
4. Coordinate and/or conduct Consumer Safety activities including: investigations/assessments and evaluations; incident/accident/grievance tracking; case reviews related to incidents; working closely with the Director of Agency-wide Quality Management on incident management requirements.
5. Supervise the preparation of quarterly and annual Consumer Safety reports, aggregating incident /accident /grievance data, analyzing quarterly and annual trends and working collaboratively with program staff regarding follow-up activities and improvements.
6. Chair, as appropriate, and participate in program Incident Review Committee meetings, at least quarterly but usually monthly, ensuring minutes including corrective actions are recorded. Participate in and provide reports to the quarterly Agency Wide Incident Review Committee meetings.
7. Supervise and coordinate Customer Satisfaction activities and the preparation of annual Customer Satisfaction Reports, aggregating data, analyzing trends and working collaboratively with program staff regarding follow-up activities and improvements, as required.
8. Supervise Internal Quality Monitoring activities and the preparation of quarterly and annual Internal Quality Monitoring reports, aggregating data analyzing trends and working collaboratively with program staff regarding follow-up activities and improvements, as required.
9. Facilitate Performance and Outcome Measurement activities and the submission of Outcome Measurement reports including tracking key indicators throughout the year, aggregating data, analyzing quarterly and annual trends, and working collaboratively with program staff regarding follow-up activities and improvements, as required.
10. Develop, as needed, and/or utilize agency information systems for on-going program data collection and trend analysis, training QI staff in their implementation to enter, aggregate and trend information in areas such as: demographics; incidents/accidents/grievances; the conduct of investigations, program specific data, etc.
11. Assist with the formulation, implementation and monitoring of corrective actions to ensure program improvement including but not limited to: policy/procedure development and review, systems development and review, establishing benchmarks, personnel assignments, training, etc., tracking the implementation of corrective actions providing follow-up, as needed, with program staff.
12. Participate in Quality Team meetings. Communicate results and recommendations to key audiences including the presentation of Quality Improvement reports to staff with analysis of trends. Assure recording of minutes, as appropriate.
13. Ensure the implementation requirements, as indicated in the agency Quality Improvement manual.
14. Other QI tasks as assigned.

Supervisory Responsibilities:

1. Collaborate with other departments agency-wide.
2. Maintain learning environment.
3. Supervise and coordinate the QI Specialists in developing, implementing and evaluating assigned QI activities and projects.
4. Participate in meetings or committees, as position requires.
5. Communicate information from meetings, conferences and committees to Quality Improvement staff.
6. Oversee staff, tasks and scheduling, ensuring task completion according to policies and procedures.

7. Provide staff supervision and in-service training, as appropriate.
8. Provide leadership to supervisees.
9. Collaborate in the completion QI staff hiring and the completion of performance evaluations.
10. Other supervisory tasks as assigned.

Qualifications

- Master's degree in Human Services, Social Work, Health Care Administration, Public Administration or similar field. Have three to five years experience in quality improvement/program evaluation and/or supervision in not-for-profit settings, preferred.
- Experience with computer database and word-processing programs such as MS-Office Suite–Word, Excel, Access–to create and maintain databases [e.g. “Access”], track and analyze information, is desirable.
- Experience with audit preparation, accreditation/survey activities, especially COA, TQM, CPI and Outcomes measurement is desirable.
- Experience working in the field of child welfare, residential and community based programming with familiarity of OMH regulations is desirable.
- Acceptable clearance checks for State Central Register, Driver license and fingerprinting as required by the program.
- Compliance with health regulations for physical/mantoux testing
- This position requires successful completion of Therapeutic Crisis Intervention (TCI) training, which includes a written test and demonstration of the competency to perform physical restraints, as specified by the program and regulatory body. Additionally, staff must successfully complete all required TCI refreshers in order to maintain continued employment.

To Apply: <https://sco.taleo.net/careersection/jobdetail.ftl?job=27738&lang=en#.WbGLLB5vWWc.link> and email your Resume and Cover letter to Casey Amorizzo at camorizzo@sco.org