

POSITION DESCRIPTION

Functional Position Title:	Quality Manager
Managers Title:	Director, Human Resources and Quality
Direct Reports' Titles:	Consumer Rights Officer
FLSA Status:	Exempt

SCOPE AND PURPOSE OF POSITION

In accordance with the Agency's mission statement, policies and procedures, professional Code of Ethics, State of Michigan licensing, contracts, funding and COA standards; the Quality Manager is responsible for developing, implementing, coordinating and monitoring the quality improvement and compliance programs to meet the Agency's contractual and performance standards. The Manager is responsible for compiling campus wide data, risk management information, performance outcomes and monitoring job requirements in accordance with applicable regulations, safety, rules, and agency and professional standards.

TASKS OF THE POSITION

- Collaborates with a variety of internal and external stakeholders (e.g. clients, administrators, supervisors, a variety of committees, training consultant organizations, etc.) for the purpose of developing and monitoring the necessary quality standards, metrics and outcomes.
- Creates and implements the annual quality improvement plan for the Agency and develops for review and approval the rolling three year quality improvement plan.
- Ensures that program reviews (internal) and stakeholder satisfaction surveys, program audits (external) are completed on a regular and routine basis. Assess trends and patterns of non-compliance to develop improved process, training and or reporting.
- Supports the design and development of new program for consideration by the Program Evaluation and Planning Committee of the Board of Directors and the Executive Leadership Team.
- Supports the agency's annual and strategic planning process.
- Leads the Agency's accreditation/re-accreditation (COA) process and ensures that when standards change that the Agency plans and implements a thorough response.
- Manages the processes to ensure regulatory compliance for CCI and CPA licenses as well as contract compliance audits for CMO, CMH and DHHS to achieve no or minimal deficiencies during the audit period. If deficiencies are evident, develops corrective action plans with leadership team members and monitors progress and compliance to ensure no further deficiency exist.
- Coordinate, review and sign all corrective action plans developed as a result of deficiencies or violations discovered during an audit or special investigation.

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- Directs organizational performance auditing and reporting (balanced scorecard, program evaluation outcomes, and stakeholder satisfaction measures), coordinating the reporting and analysis of quality trends and targets.
- Supports PREA Compliance Officer by way of assisting with audit, compliance and investigations.
- Works cooperatively with each residential program to assist with preparation of any licensing reviews, audits or site visits and ensures that the agency is in compliance with all applicable regulations.
- Completes quarterly facility audits of each residential building and submits reports to all relevant parties.
- Conducts a review of staff, client and various program files quarterly in coordination with the quarterly facility audit reviews.
- Facilitates quarterly campus wide residential case file audit reviews and compiles campus wide case file record scores on a monthly basis.
- Compiles all department risk management information quarterly for reporting purposes.
- Collects and records all residential and foster care data monthly for tracking performance outcome measures.
- Oversees all quality and compliance training for the agency as well as the quality improvement process.

KNOWLEDGE/SKILLS/ABILITIES

- Demonstrated project management and strategic planning experiences.
- Knowledge of multiple quality improvement theories.
- Effective written and verbal communication skills.
- Computer literacy skills, proficient using MS Word, Excel and Power Point or Publisher.

Preferred:

- Demonstrated knowledge of COA, ISO and psychosocial diagnostics.
- Experience in working with at-risk youth and families.
- Familiarity with reading technical information, composing a variety of documents, and/or facilitating group discussions; and analyzes situations to define issues and draw conclusions.

SUPERVISORY RESPONSIBILITY

Directly supervises the Consumer Rights Officer. Caries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, performance management, discipline, training, and coaching.

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QUALIFICATIONS (EDUCATION / TRAINING)

- Bachelor's Degree in a Human Service Discipline (Social Work, Psychology, or related field) or Quality Process improvement.
- Five years of experience in a quality improvement analyst or quality control program management position within health care or human services organization.
- Three years of experience of supervisory experience.

Preferred:

- Master's degree Business Administration, Total Quality/Quality Process Improvement, Social Work or other related discipline.
- Prior experience with program development and evaluation including case management, quality audits and utilization review.

Approved by:

Human Resources

Date

ELT Member

Date

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Acknowledgment and receipt:

I acknowledge that I have read this job description and fully understand the requirements listed. I understand that it is my responsibility to adhere to the expectations listed above. I also understand that my job responsibilities may change on a temporary or regular basis according to the needs of my department without it being specifically included in the job description.

Employee signature

Date

Employee name (please print)