



JOB TITLE: Quality Improvement Manager

Reports To: Chief Quality & Compliance Officer
Prepared by: CCCC

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SUMMARY

This position is primarily responsible for assisting the Chief Quality Officer in the implementation of a quality assurance and processing improvement program using technology as an enabler to improve the effectiveness and efficiency of the care management operations. This position is also responsible for advancing the mission and values of the Capitol County Children's Collaborative while managing Quality, Compliance, and Risk by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

Develops various operational, performance and trend reports for Capitol County Children's Collaborative Senior Management.

Assists in the development and implementation of strategies to monitor and improve productivity/performance of Capitol County Children's Collaborative.

Assists in the implementation of tools and monitoring of data and information related to HIPAA, protected health information, consent forms, business associate agreements, and technology work agreements and service contracts.

Assists in creating and implementing a Quality Management Plan consistent with industry standards, DCF, CARF or other regulatory expectations, and local goals and objectives.

Develops, prepares, and analyzes critical Care Management Organization (CMO) data that track, monitor, and assess quality and quantitative service delivery.

Develops and manages Quality Management Systems, formats, and databases and develop Quality Improvement Plan with CMO board and staff.

Designs and prepares reports for management; plan, track, and share information with the Board, DCBHS, CSA community, and the staff.

Manages risks for Capitol County Children's Collaborative, e.g. HIPAA regulations, system for backing up files, and incident reporting system.

Collaborates with State-wide peers, as necessary.

Serves as Privacy Officer for Capitol County Children's Collaborative.

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks; where applicable.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
- Design - Generates creative solutions; translates concepts and information into images; uses feedback to modify designs; applies design principles; demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Leadership

- Change Management - Develops workable implementation plans; communicates changes effectively; monitors transition and evaluates results.

Organization

- Business Acumen - Aligns work with strategic goals.
- Business Necessity-The needs of the employer may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modification to how business is conducted and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employees must be capable of adapting, with minimal or no advantage notice, to changes

in how business is conducted and work is accomplished, with no diminishment in work performance. Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences.

- Safety and Security-All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE/LICENSES REQUIRED:

- Master's degree preferred in a related field (social work, psychology, counseling, computer technology)
- Understanding of quality assurance standards and performance improvement techniques in human service agencies and the ability to provide training in these areas
- Minimum of three years of experience tracking & analyzing data in an organization
- Proficiency in using several software applications such as Power BI, Excel, Word, Survey Monkey, etc....

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

COMPUTER SKILLS

To perform this job successfully, an individual should have knowledge of: Database Software (Access); Internet Software; Development Software; Manufacturing Software; Spreadsheet Software (Excel); Design Software; Project Management Software; Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation Software (Power Point); and Publisher Software.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid driver's license(Required)

OTHER SKILLS AND ABILITIES:

- Flexible and adaptable
- Must be able to physically operate any CCCC motor vehicle safely.
- Ability to gather information skillfully.
- Ability to complete projects on time and manage activities.
- Ability to develop and maintain courteous and effective working relationships with various system partners.
- Demonstrate knowledge of population and contracting requirements.
- Ability to analyze population and trends and adapt strategy to changing conditions.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand and walk.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions

The noise level in the work environment is usually moderate.