



Director of Quality Management

Job Code: DIR - 126
Revision Date: Dec 21, 2018

Salary Range:
\$33.09 - \$54.13 Hourly
\$2,647.20 - \$4,330.40 Biweekly
\$68,828.00 - \$112,596.00 Annually

FLSA: Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

The purpose of this job is to implement all aspects of the Quality Management Program including the identification of opportunities and standard operating procedures to improve patient care and quality systems.

This class works under general supervision, independently developing work methods and systems.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Manages, evaluates and reports quality improvement activities, progress with performance measures, and audit reviews to department heads, program leads, and leadership.
- Maintains records of quality management projects, performance measures, statistical tools, audit and review methodologies and findings/recommendations for improvement.
- Collaborates and advises departments and committees accountable for performance improvement activities, corporate compliance and risk management.
- Strategically solves problems that encompass the larger view of the organization and establish goals by utilizing an understanding of organizational dynamics in planning and problem solving.
- Participate in developing, justifying and controlling the annual budget for department personnel and equipment.

- Ensures strategic formation of program goals and objectives that are consistent with overall center goals and objectives.
- Adheres and commits to the following: center, department, corporate, personnel and standard policies and procedures, mandatory in-service and staff development activities, standards concerning conduct, dress, attendance and punctuality, confidentiality of facility employees and patient information, providing excellent customer service, cooperative team and individual efforts.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires Bachelor's Degree in Public or Business Administration, Human Services or related major supplemented by six (6) years of experience understanding and implementing government rules and regulations, contract management, internal audits, management audits or related field; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment)

- None

Special Certifications and Licenses

- Quality Management Training and/or Auditor Certifications are preferred.
- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

Americans with Disabilities Act Compliance

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.

- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

Note: This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.