



Job Title: Quality Assurance Manager

Program: Corporate Office

Reports to: Executive Director

Effective Date:

Job Summary: Provide ongoing coordination related to Council on Accreditation (COA) activities. In close coordination with organizational leadership, assist the development and drafting of policies, procedures, and processes related to Performance Quality Improvement (PQI), Risk Management, licensing, and other organization compliance requirements.

Supervisory Responsibilities:

- None.

Duties/Responsibilities:

- COA Accreditation
 - In coordination with leadership staff, maintain and update as needed written plans, procedures, and internal processes as required by the COA, including submission of Maintenance of Accreditation and Reaccreditation reports and activities.
 - Continue working relationship with COA to ensure continued accreditation and adherence to COA requirements and ongoing awareness of COA activities.
 - Submit to COA written plans, procedures, and internal processes for any new programs as required.
- Quality Assurance
 - Develops, initiates, maintains, and revises policies and procedures for the general operation of the organization and its related activities to ensure compliance and quality of care.
 - Ensures all organizational policy and procedures are up to date and current with all rules, regulations, and accreditation standards. Works with managers and leaders in service areas to remain in continual compliance.
 - Provides rule, standard, and contract interpretation.
 - Develops and oversees the implementation of a system and process for auditing records to ensure compliance.
 - Oversees incident reporting process and electronic records needs.
 - Ensures leaders of service are tracking data for identified and required areas monitored by PQI, Risk Management, regulating and accrediting bodies, and as part of the organizational strategy to provide quality services.
 - Provides interpretation and analysis of data, trends, and information in order to improve performance and services as well as achieve strategic intent and outcomes.
 - Provides monitoring reports for the Board of Directors, senior leadership, and other bodies as directed.
- Licensing
 - Provides quarterly personnel reports and administrative support to supervisors to ensure complete documentation and training of employees as required.
 - In cooperation with leaders of service and leadership:
 - Conducts quarterly walk-throughs of group homes and shelters to identify potential hazards or areas of noncompliance.
 - Participates in group home and shelter licensing visits by the State and regulatory authorities.

- Responds to any deficiencies noted by licensing agents to ensure compliance with all regulations and continued licensure.
- Other Duties and Responsibilities
 - Stay up to date with COVID data; research, draft, and disseminate related policies and reports as directed.
 - Attends training, webinars, etc. to stay abreast of changes in all areas of responsibility.
 - Performs special projects or duties, assumes delegated responsibilities, and serves on ad hoc and other committees as assigned by the Executive Director.

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong leadership skills.
- Ability to function well in a high-paced and at times stressful environment.
- Working knowledge of health care administration and clinical record practices, quality improvement programs, and HIPAA practices and policies.
- General knowledge of behavioral health terminology.
- Ability to read complex regulations, requirements, and standards. Ability to provide interpretation and changes in a simple and clear manner to program managers and directors responsible for compliance. Ability to take this interpretation and apply it to Youth Homes policies and procedures.
- Capacity to remain current on topics and significant decisions affecting information management, clinical records, continuous quality improvement and HIPAA, COVID, policy management, management, and administration.
- Ability to make decisions, take initiative, and apply judgement that is consistent with the general direction of supervisor and agency needs.
- Analytical skills necessary to assess and display data in an understandable way. Ability to turn data into information.
- Knowledge of Microsoft computer programs (Word, Excel, Access), Adobe Acrobat, reporting databases.
- Knowledge of basic computer hardware and software set-up and function.
- Highly organized and able to create systems and structures to maintain a large amount of information.

Education and Experience:

- Bachelor's degree preferred.
- Preference for this position will be given for experience with state licensing entities and an accreditation process.

Working Conditions

- In the event of a disaster, this role is considered Critical Staff and is required to be accessible and at work following a disaster.
- Demands that are conflicting in nature and frequent pressure to resolve and/or answer problems and questions quickly and accurately. There are multiple demands upon time and focus in managing a variety of objectives and projects and interfacing with a variety of staff.
- Be available for occasional travel out of town for longer than one day.
- Ability to lift 50 lbs. as needed.

- Ability to climb stairs as needed.

Employee Classification, Compensation and Benefits:

- This position is a Full-time, Exempt position.
- Compensation is based on range established in the Youth Homes' Salary Schedule.
- Youth Homes provides a generous benefit package inclusive of employer funded:
 - Annual Leave, Exceptional Leave, Educational Leave.
 - Long-term Disability and Life insurance.
- Employer contributions to:
 - Health Insurance.
 - Health Savings Account
 - 401(k)
- Available access for employee funded:
 - Dependent care flex account.
 - Dental insurance coverage.
 - Vision insurance coverage

Employee Signature:

Date: