

Job Description

POSITION: Continuous Quality Improvement (CQI) Manager

DEPARTMENT: EMPLOYMENT STATUS:

- ☒ Regular
- ☐ Temporary
- ☐ Full-Time
- ☒ Part-Time

Regular hours worked: 21-25 hours per week

- ☒ Exempt
- ☐ Non-Exempt

REPORTS TO: Chief Clinical Officer

PURPOSE: The purpose of this position is to support ongoing quality improvement and quality assurance and risk management of all Clinical programs of the Agency

ESSENTIAL DUTIES:

- Reports to and advises the Chief Clinical Officer
- Submits monthly data for Board Reports
- Submits regular QI reports to stakeholders
- Prepares QI report for Annual Performance Improvement Plan, to Executive Director
- Work with Billing department, Clinical Manager(s) and staff, County/State stakeholders
- Provide in-service trainings to applicable staff, teams on CQI/UR concerns
- Provides QI and clinical feedback to Program Directors/Supervisors
- Directs regular QI meetings
- Remain current in Fed, State, County regulatory requirements
- Conduct chart audits per policy and submit reports per timelines
- Manages UR reviews for County/State stakeholders as requested
- Ensures contractual, legal, HIPAA compliance
- **Manages Incident Reporting to Community Care Licensing with CAP??**
- Punctuality and willingness to work various schedules, including weekends and holidays, and to report for duty at any time emergencies arise

MINIMUM REQUIREMENTS/KNOWLEDGE:

- Experience in mental health or substance abuse and clinical treatment preferred
- 2-3 years progressive experience in QI in a healthcare facility
- Knowledge of CARF standards preferred
- Knowledge of Santa Clara County Drug Medi-Cal standards preferred
- Knowledge of Medi-Cal standards preferred
- Knowledge of Managed Care, HealthCare processes preferred
- **Certification in Healthcare Quality (CPHQ) preferred, NCQA or URAC experience**
- Licensed or unlicensed MFT/MSW/MPH/MBA/RN, or similar helpful

NECESSARY ABILITIES:

- Ability to do essential duties
- High degree of skill with computer programs: Excel, EMR, data analysis tools
- Maintain strict confidentiality according to California mental health law and 42 CFR, Part 2 at the federal level.
- Good physical health
- Negative TB test
- Preparation of detailed records or reports
- Work under pressure, multitask
- Complete Agency required trainings, policy reviews
- Adheres to Agency health and safety requirements
- Maintains professional attire and attitude at all times when on duty
- Must be able to pass a criminal records clearance as required the County of Santa Clara Department of Alcohol and Drugs regulations.
- High School diploma, GED, or equivalent education and preferred experience in drug/alcohol field (employment, internship or volunteer work).
- Must be able to obtain First Aid certification.
- Computer literacy required.
- Excellent written and verbal communication skills.
- Have the ability to work effectively; independently and within a group, with limited supervision
- Must maintain the highest standards of professional ethics and behavior as described in the Advent Group Ministries Personnel Manual.

SPECIAL PERSONAL CHARACTERISTICS:

- Continuing satisfactory record as a law-abiding citizen
- Dependability
- Emotional maturity and stability
- Empathy and objective understanding of others
- High moral standards
- Honesty
- Integrity
- Keen observation
- Patience
- Tact
- Teamwork, cooperation and collaboration skills
- High Judeo-Christian moral standards

Age Limitation: Minimum age is 21 years.

Felony Disqualification: Persons convicted of a felony are not eligible to be appointed to positions of this class.

Background Investigation: Pursuant to the law, persons shall be fingerprinted prior to work in a facility, and shall be subject to a background investigation by Community Care Licensing and the FBI.

Medical Requirement: Persons shall undergo a medical examination to determine that he or she can perform the essential functions of the job safely and effectively.