

POSITION DESCRIPTION

POSITION TITLE: QUALITY SPECIALIST

REPORTS TO: CHIEF CLINICAL OFFICER

I. POSITION SUMMARY:

The Quality Specialist assists the CCO in management of the performance quality and contractual compliance including program outcomes, annual audits, reaccreditation from COA, staff training and credentialing, and oversight of agency PQI and Customer Service functions.

II. DUTIES/RESPONSIBILITIES:

1. *Monitors and evaluates performance of the program with respect to the agency's annual plan, contractual requirements and audit findings.
2. *Monitors the program to ensure contractual compliance as well as maintenance of accreditation and licensing standards.
3. *Assists with Strategic Planning process for agency.
4. *Provides orientation and onboarding, staff development, annual training for the staff or interns participating in Behavioral Health programs.
5. *Assists the CCO and CEO with the development of grant applications.
6. Facilitates monthly utilization review meetings, collects and provides analysis of data to CCO.
7. *Acts as the agency's Recipient Rights and Corporate Compliance Representative for MSHN and LifeWay's Contracts.
8. *Functions as a support member to the agency Management Team including involvement in Performance Quality Improvement and contract reporting activities.
9. *Responsible for compiling clinical outcomes, DBI's and Incident Report data to the CCO.
10. *Provides support to the Clinical Director to ensure compliance and timeframes of the screening, intake and orientation of clients to the Behavioral Health intensive outpatient/outpatient substance use program, including Women's Specialty and Enhanced Programming.
11. *Monitors compliance with treatment plan and authorization requirements per funder requirements.
12. *Maintains confidentiality of case records and client information according to HIPAA, C.F.R 42, confidentiality regulations and social work ethics.
13. Represents the agency at MSHN and LifeWays meetings, as assigned.
14. Maintains good working relationship with Mid-South Health Network (MSHN), LifeWays CMH and DHHS and responds to requests from them, with support of the CCO.
15. Participates in appropriate community and inter-agency planning and other activities.
16. *Participates in continuing education and in-service training events for the purpose of professional development, program enhancement and/or contract compliance.
17. *Fulfills the requirements of all agency systems for statistical record keeping, reporting, program evaluation, quality assurance, internal control and attendance monitoring as appropriate to the position.
18. Performs other duties as assigned.

III. QUALIFICATIONS:

- Bachelor's Degree in Social Work or related degree, with 1 or more years' experience with CMH or PIHP contracts, preferred.
 - Degree in related field with 3 years' experience in contract compliance and/or quality improvement, required.
- Experience with CMH and/or PIHP contracts and/or quality improvement work.
- Proficiency with Microsoft products and EMR systems.
- Program evaluation experience preferred.
- Demonstrated ability to establish rapport and relationships essential to the position.
- Demonstrated ability to organize and manage tasks relevant to the position.
- Valid driver's license and reliable transportation.

*Essential job duties per the Americans with Disabilities Act

**All your information will be kept confidential according to EEO guidelines.
While we appreciate every applicant's interest, only those under consideration
will be contacted. We regret that phone calls will not be accepted. EOE**

January 2024

Employee Signature

Date