

DIRECTOR OF QUALITY IMPROVEMENT

Job Title: Director of Quality Improvement

Department: Administration

Reports To: Executive Director

FLSA Status: Exempt

Summary of Position:

California Mental Health Services Authority, CalMHSA, is a joint powers authority serving California's county based Behavioral Health systems of care. Our mission is to support counties in the service of the most vulnerable individuals living in the state.

Under supervision of the executive Director, this position will lead clinical and administrative staff who perform a broad range of functions relevant to quality assurance, quality improvement, utilization management and compliance. In addition, this position provides training and technical assistance, programs to support best practices in clinical documentation, program effectiveness and continuous improvement in the processes and outcomes of care to both county and contractor staff.

The ideal candidate for this position will have a strong knowledge of and proven experience working with behavioral health and quality improvement regulatory requirements and data analysis. He/she will be highly organized, dependable, and detail-oriented with the ability to plan, delegate and complete assignments with a high degree of accuracy. The ideal candidate will have the ability to cultivate and lead a high-performing team of clinical and administrative staff. The ideal candidate must have above average competency in working with computers, excellent written and verbal communication skills, and exceptional judgment and decision-making abilities. He/she must be able to build strong working relationships within the organization and the community.

Candidates with experience in the public sector environment are highly encouraged to apply.

Key Responsibilities

- Team lead in developing quality improvement and quality assurance activities.

- Support the development of regional compliance practices to regulatory requirements impacting counties.
- Quality Improvement and Quality Assurance (QI/QA) is responsible for monitoring the Mental Health Plan effectiveness by providing oversight and review of clinics, organizations, and clinicians providing services to our consumers.
- The goals of QI/QA is to perform program development and coordination work to implement and maintain a quality management program that effectively measures, assesses, and continuous improvement in the access to and quality of care/services provided to the County's mental health consumers.
- Coach and train appropriate stakeholders on concepts and methods to build internal improvement capability and develop a culture of continuous/intentional improvements, ensuring a consistent organizational approach to improvement efforts.

Required Education/Experience

- Master's degree with a clinical license in the state of California
- At least 5 years of management experience
- Experience leading quality improvement initiatives and developing a quality assurance program.

Skills and Attributes

- Ability to establish and meet deadlines; beginner to intermediate project management skills for managing deadlines with small to medium teams.
- Ability to organize multiple streams of work effectively and multitask; attention to detail and accuracy is required.
- Effective written and oral communications; including an ability to synthesize information from a variety of sources.
- Demonstrated sense of urgency, initiative, responsiveness; proactive approach to work.
- Must have strong verbal and written interpersonal and communication skills.
- The ability to work well with a multidisciplinary team to develop solutions to support CalMHSA's members.
- Highly analytical approach to problem analysis and problem-solving with strong attention to detail and accuracy.
- The ability to read and understand regulatory language.
- Able to multi-task on several projects and collaborate with groups and partners of various technical skill levels.



- Able to prioritize projects and direct available resources as necessary while meeting timelines and remaining within budget.
- Demonstrated ability to remain current with all new regulatory standards around health information technology.
- Knowledge of project management principles.
- Other duties as assigned.

Physical and Sensory Requirements:

- Candidate must be able to sit for long periods of time to perform duties, move around, make inquiries from other staff, and management as needed.
- Must be able to bend or stoop down to access files, including lifting of items or objects up to 20 lbs.

