

Job Title	Director of Quality and Compliance		
Department	Strategy, Quality and Risk Management	Reports to	SVP, Strategy & Community Integration
EEO / Function/ Class	1.2/C/27	Schedule	
FLSA Status	Exempt	Last Revised	March 31, 2018

Job Summary

The Director of Quality and Compliance will provide direction and oversight of the development, implementation, and evaluation of all quality improvement and compliance program, including, but not limited to policies, procedure, practices, and initiatives agency-wide to ensure compliance in accordance with all applicable federal, state, and local regulatory requirements and licensing, accreditation, and Agency standards. The Director of Quality & Compliance will devise and drive quality initiatives throughout the Agency that have successful and measurable impact on program outcomes, strategic and business goals and objectives, and established Quality Improvement (QI) program guidelines and metrics.

Job Description

ESSENTIAL DUTIES

- In collaboration with the Senior Vice President of Strategy and Community Engagement and other key stakeholders develop and implement the Agency's Quality Improvement (QI) program to include, but not limited to methodology, philosophy, general approach, metrics and measurements, policies, procedures, and best practices
- Maintain audit readiness by ongoing training, competency assessment, audit, monitoring or metrics and corrective action
- Work closely with program management and staff to identify opportunities for improvement, document trend analysis, develop ongoing training and appropriate action plans to address performance issues and minimize violations of compliance and licensing standards and requirements
- Oversee and manage the accreditation process Agency-wide; manage outstanding survey documentation list for timely submission of information
- Conduct a systematic review process (mock survey) to ensure all program sites are prepared and actively participating in the accreditation process
- Design, develop, implement, and conduct effective training programs for management and staff in the areas of QI and compliance, HIPPA compliance, and accreditation standards
- Design, develop, implement and communicate policies and procedures for compliance with new and/or changing federal, state, and local regulatory requirements, CARF, licensing standards and program regulations
- Design, develop, implement, and evaluate interventions to improve performance for key indicators of program outcomes and business operations, goals, and objectives
- Provide regular, ad hoc, and special reports to Senior Leadership, management, and staff on QI outcome measures and improvements to increase understanding, use of QI tools, and communicate program outcomes as it relates to QI standards
- Oversee and manage reporting of Performance and Quality Improvement metrics and outcomes to federal, state, local regulatory agencies and funders, as needed
- Analyze and evaluate the effectiveness of programs and operations in meeting established goals and objectives in compliance with Agency, licensing, and accreditation standards and other regulatory requirements
- Ensure the application of internal controls and processes to maintain the rights of all our service populations, confidentiality and full disclosure
- Provide management and oversight of accreditation surveys
- Collaborates with Human Resources Department and others as appropriate to develop compliance training program, including appropriate introductory training for new employees as well as ongoing training for all employees and management.
- Monitors matters pertaining to corporate compliance including conducting corporate compliance risk assessments in collaboration with supervisor; identifies potential areas of compliance vulnerability and risk; develops and recommends to Sr VP of Strategy and Community Engagement corrective action plans for resolution of problematic issues; implements approved plans. Reports on matters pertaining to corporate compliance including providing general guidance on how to avoid or address similar situations in the future.

- Collaborates with other departments (Human Resources, Finance, Facilities, programs) to direct compliance issues to appropriate existing channels for investigation and resolution.
- Develops, maintains and revises policies and procedures for the general operation of the compliance program and its related activities to prevent illegal, unethical or improper conduct.

STAFF MANAGEMENT AND DEVELOPMENT

- Provide ongoing support and coaching to all direct report staff to ensure the department is operating effectively and efficiently in accordance with Agency and licensing standards, established goals and objectives, and federal, state, and local regulatory requirements
- Interview, hire, and train new staff and develop and implement ongoing staff development trainings
- Coach and support staff to ensure they have the necessary tools and resources needed to optimize performance and ensure established program goals and service delivery is achieved at the highest quality level, in a timely manner, and within budget; develop staff members to their professional potential, foster teamwork within the program, and ensure a seamless service delivery to children and their families
- Regularly review employee performance and provide supportive feedback
- Conduct 90-day and annual evaluations per established completion date

WORKING RELATIONSHIPS

- Work collaboratively with all internal and external stakeholders to develop and implement a QI program and activities Agency-wide
- Work in partnership with internal stakeholders, clients, and auditors/surveyors to ensure all QI policies and procedures are operating efficiently and effectively to meet strategic and business goals and objectives, licensing and accreditation standards, and other federal, state, and local regulatory requirements
- Work as part of the team and show professionalism at all times by modeling and demonstrating a positive attitude and positive working relationships

MINIMUM QUALIFICATIONS

- Bachelor's degree in Quality Improvement, Risk Management, Business Administration, Management, or closely related field
- 5 years' progressive experience in quality improvement, compliance, or Risk Management
- Previous experience working in a child placing agency, RTC, child health and welfare or relevant field
- Previous experience with CARF audit preparation
- Previous experience working with and interpreting Texas minimum standard guidelines.
- Strong and effective time management and organizational skills with the ability to prioritize and balance competing priorities and meet deadlines
- Strong interpersonal and people skills with the ability to effectively work with a diverse group of people and build strong working relationships
- Ability to use effective judgement; strong decision making skills
- Strong analytical skills
- Strong written, verbal, and presentation skills with the ability to articulate the value proposition of Risk Management activities to business process owners in order to gain support and buy-in
- Proficiency with Microsoft Word, Excel, PowerPoint, and Outlook

PREFERRED QUALIFICATIONS

- Master's degree in Business Administration, Quality Improvement, Risk Management, or closely related field
- 7 years' progressive experience in quality improvement, compliance, or Risk Management

CAREER PROGRESSION

This position is eligible for promotion/transfer if appropriate position is available, the employee meets minimum qualifications, the promotion/transfer eligibility guidelines are met, and the employee is not on a Performance Improvement Plan (PIP).

PHYSICAL DEMANDS & WORK CONDITIONS

- This position requires sitting and looking and using a computer for long periods of time
- Position may require long hours, inclusive of weekends based on business or project needs
- Lift, push, pull, move up to 25 lbs

The physical requirements for this position with or without reasonable accommodation are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing this position the employee with or without reasonable accommodation should have the ability to walk, stand, sit, kneel, speak, and hear with

aid, see, read, reach with arms and hands, lift and/or move up to specified weight, and use equipment that is essential to performing the job, such as a computer, copier, fax machine, telephone, and automobile, if applicable. Specific vision requirements of this position may include color vision, seeing things close up, and the ability to adjust focus.

AGREEMENT

The statements herein indicate the general nature and essential duties and responsibilities of work performed by an employee in this position. It is not intended to be an exhaustive list of all duties, responsibilities, knowledge, skills, and abilities required to perform the job. Management may assign or reassign duties and responsibilities of the job and may request the employee to perform other duties and responsibilities not listed at his/her discretion. This job description is not a contract between the employee occupying the position and the employer. Upbring is an at-will employer. Equal Employment Opportunity/M/F/disability/protected veteran status

Print Name:		Date:	
Employee Signature:			