

Compliance and Quality Improvement Coordinator

DEFINITION

Under direction, the Compliance and Quality Improvement Coordinator, plans and coordinates a variety of activities and operations of the Compliance and Quality Improvement Division within HHSA - Behavioral Health Unit; may provide supervision over lower level staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Compliance and Quality Improvement Coordinator is distinguished from the Health and Human Services Agency Senior Program Coordinator in that the Senior Program Coordinator has responsibility for directing and organizing highly complex health and human service agency programs including crisis services Incumbents allocated to the this position primarily focus on the coordination of compliance, utilization and quality improvement in Behavioral Health.

The Compliance and Quality Improvement Coordinator is distinguished from the Compliance and Quality Improvement Manager in that the Coordinator level does not assume overall management authority over activities and operations within the Compliance and Quality Improvement Division- Behavioral Health Unit

SUPERVISION RECEIVED AND EXERCISED

Receives limited supervision from a Health and Human Services Agency Program Manager or Deputy Director. Supervisory responsibilities may include direct and indirect supervision over professional, technical and clerical staff.

EXAMPLES OF DUTIES:--Duties may include, but are not limited to, the following:

Plans and coordinates compliance and quality information services and activities for programs within the HHSA - Behavioral Health Unit.

Performs regular auditing and monitoring activities and reviews the quality assurance and utilization review activities for compliance with federal and state requirements; integrates recommendations to past compliance problems into a quality assurance program.

Assesses and identifies compliance violations and issues; and recommends an appropriate solution for correction; meets with staff to determine a corrective action plan and/or recommends disciplinary action be taken.

Prepares, reviews and analyzes data to identify trends and issues; such as, no show data, exit interview data, mental health services/crisis data, etc.

Attends and participates in various committees and meetings; reports out on quality improvement initiatives, issues and activities.

Compliance and Quality Improvement Coordinator

Develops training programs for staff, contractors and providers on regulations, policies and procedures, code of conduct, documentation, etc.

Reviews and revises the Quarterly Management Work Plan to comply with new regulations; evaluates the previous year's work plan goals and develops new goals.

Develops systems, including written policies and procedures, for monitoring providers to ensure compliance with applicable state and federal regulations.

Communicates with management staff and state and local agencies on program needs, problems, regulations and requirements; acts as a liaison between staff and management related to compliance and quality improvement issues.

Selects, trains, motivates and evaluates assigned personnel; works with employees to correct deficiencies and implements discipline.

Delegates and supervises the work product; reviews division reports to ensure data integrity, soundness of methodology applied and accuracy of data reporting.

Works collaboratively with supervisory and management staff in monitoring departmental a divisional goals, policies and procedures, and determining priorities.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Principles and practices of state and federal regulations, statutes, rules, ordinances, codes and regulations pertinent to HHS programs

Principles and applications of social work, clinical psychology, rehabilitative, mental and medical services

Medi-Cal regulations, contract management, coding and billing

Psychiatric and medical terminology

Behavioral health theories, methods and practices

Auditing and agency assessment functions

Electronic medical records documentation

Process improvement, performance measurement, and quality management tools

Investigation and interviewing techniques

Research methodology and statistics

Computer programs and software applications

Principles and practices of supervision, training, and performance evaluation

Business letter writing and report preparation; English language usage, punctuation, spelling and grammar

Ability to:

Work collaboratively with program managers and staff

Promote and support quality management initiatives and operating systems

Evaluate and interpret case results and performance outcome measures

Evaluate behavioral health problems and determine recommendations based on observations

Analyze programs, identify alternative solutions, project consequences utilizing technical and statistical information

Understand, interpret and apply pertinent laws, codes and regulations governing behavioral health programs and services

Assessing and prioritizing multiple tasks, projects and demands

Prepare a variety of reports, policy statements and correspondence utilizing technical and statistical information

Investigate and analyze complex and sensitive issues and complaints

Maintain confidentiality of administrative, personnel and clinical information

Select, supervise, train and evaluate staff

Establish and maintain cooperative-working relationships with those contacted in the course of work

Demonstrate personal diplomacy particularly in difficult or stressful situations

Communicate effectively both verbally and in writing

Adapt to changing technologies and learn the functionality of new equipment and systems

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three (3) years full-time professional program experience in quality management, planning and evaluation, quality improvement.

Training:

A Bachelor's degree from an accredited college or university with major course work in social work, human services, clinical psychology, nursing or a related field.

LICENSE OR CERTIFICATE:

Possession of one of the following valid licenses issued by the State of California is highly desirable: Licensed Clinical Social Worker, Associate Clinical Social Worker or Licensed Marriage, Family and Child Therapist.

WORKING CONDITIONS

Mobility - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

Lifting - Frequently 5 lbs or less; occasionally 5 to 30 lbs.

Visual - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

Dexterity - Frequent holding, reaching, grasping, repetitive motion, and writing.

Hearing/Talking - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

Emotional/Physiological Factors - Frequent decision making, concentration, and working alone; occasional public contact.

Special Requirements - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

Environmental Conditions - Occasional exposure to noise, dust, and poor ventilation; occasional exposure to varied weather conditions.

Classification Code:	1646001
Bargaining Unit:	10
FLSA Status:	N
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	See Job Table