

POSITION DESCRIPTION

POSITION TITLE: Director of MH Clinical Services / Quality Improvement

CLASSIFICATION TITLE: Senior Manager

This is a FLSA Exempt position.

GENERAL STATEMENT OF JOB

Under minimal supervision, performs highly responsible supervisory and administrative work overseeing all Mental Health and Substance Programs which include: Emergency Services; Crisis Stabilization; Case Management; Mental Health Skill-building; Outpatient; Psychosocial Programs; and Jail Services. Work involves planning, coordinating, and assisting in the direction of all clinical service delivery programs administered by the CSB; supervising assigned professional, technical, and clerical personnel. Employee is responsible for overseeing the implementation of procedures and policies within the department, and recommending changes to existing policies and procedures. Employee is also responsible for assisting in budget preparations and monitoring departmental spending; analyzing data and preparing various oral and written reports; and serving on various regional and local clinical services boards and commissions. Employee must exercise tact and courtesy in contact with CSB and State officials, program clients, and the general public. Reports to the Executive Director.

In addition, this position is also responsible for the:

Eastern Shore Community Services Board's (ESCSB) **QUALITY IMPROVEMENT AND MEDICAL RECORD SYSTEMS**. General responsibilities include:

Assessment, writing, development, implementation and monitoring of quality improvement and medical records policies and procedures for consumer services, consumer records and service utilization as well as for the coordination of consumer service evaluation initiatives.

The work entails extensive on-going evaluation of programs, services and consumer charts for compliance to agency policies and regulatory standards.

PRIMARY DUTIES AND RESPONSIBILITIES

- Assess, identify, advocate, and develop new mental health and substance abuse services and programs;
- Consult with consumer services staff and provide clinical supervision;
- Interact with community groups, consumer service providers, and others regarding mental health and substance abuse needs;

- Develop quality improvement, medical record, and prevention services policies, procedures, and management systems;
- In conjunction with Directors / Managers, manage the preparation of and provide on going oversight of board, administrative, and program policy and procedures manuals for compliance with licensure regulations;
- Coordinate or conduct scheduled and unscheduled internal evaluations/reviews for quality improvement and utilization management;
- Develop outcome measurement instruments for all CSB direct service programs and develop and implement procedures to access consumer satisfaction and services quality outcomes; Monitor quality improvement and service utilization and provide reports of evaluations; Monitor identified quality improvement problem areas and corresponding corrective actions;
- Manage and coordinate agency or departmental preparations for external reviews (e.g. Medicaid, DBHDS) and coordinate responses to request for service related documentation (questionnaires, consumer satisfaction surveys, etc. and
- Chair organization-wide quality improvement committees.

OVERALL DEPARTMENTAL RESPONSIBILITIES

- Supervise assigned staff;
- Develop short and long range agency goals and objectives;
- Coordinate consumer service and program evaluation initiatives;
- Develop, conduct, and/or coordinate staff training;
- Interact with state and local governmental officials and advocate for services and appropriate funding;
- Meet with the Executive Director and program supervisors on a regular basis on issues that require attention;
- Evaluate programs and services for compliance to federal and state laws and regulations as well as compliance with agency policy and procedure and initiate program modifications as required;
- Participate in regular administrative meeting as part of agency Senior Management team;
- In carrying out position responsibilities, the incumbent performs in accordance with

established ESCSB policies and procedures, demonstrates initiative, exercises sound judgment, maintains confidentiality of information, and sustains effective working relationships;

- Participate in the after-hours emergency on-call system as required; and
- Perform other job-related duties as directed by the Executive Director.

QUALIFICATIONS:

The incumbent should be a LMHP in the Commonwealth of Virginia and have position-related experience with the population(s) served; experience developing, implementing and coordinating mental health programs; experience developing and implementing sound clinical documentation policies, procedures, and practices, as well as supervisory experience and possess the following knowledge, skills, and abilities:

Knowledge of: Mental Health, intellectual disabilities, and Substance Abuse as it pertains to quality improvement; fiscal budget management; program development; program evaluation and outcome measures; principles, practices, techniques and facilities involved in the evaluation and treatment of persons with behavioral health disabilities; regulatory or certification requirements for behavioral health centers, including DBHDS, Medicaid, and other regulations; community behavioral management practices; medical records system administration; service utilization management; performance outcome measures; and basic computer software.

Skill (s) in: Community collaboration; coalition building; verbal and written communication; administering grants; writing policies, procedures, reports and grants; coordinating a quality review team; leading meetings and committees; discussing policy interpretation and explaining reports involving quality improvement regulations; developing and maintaining evaluation protocols and instruments, including the assessment of program and staff performance; the development of corrective actions and associated work.

Ability (ies) to: Develop and up-date quality improvement policies and procedures; consistently assess and evaluate service provision and medical records against complex regulatory policies and standards; coordinate agency or departmental evaluation activities; work independently and manage diversified tasks and programs; provide staff supervision and technical assistance; communicate effectively in writing and orally; resolve position-related problems; demonstrate initiative; maintain applicable confidentiality; exercise sound judgment; and sustain effective inter- and intra-agency working relationships.

HIPAA Access Level: 4=limited access to consumer/employee/contractor information

SALARY &/OR HOURLY RATE RANGE: Classification Level XIII

EFFECTIVE DATE: July 6, 2015

POSITION DESCRIPTION CONTENT:

Job descriptions are not intended to be, and should not be construed to be, all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

SIGNATURES:

Department Director

Date

Executive Director

Date