



Job Description

Department:	Department of Mental Health	Location:	San Fernando/Canoga Park
Job Title:	QA Manager	Reports to:	Director of Operations & Programs
Exempt/Non-Exempt:	Exempt	Revision Date:	07/2024
Position Type:	Full-Time/Temporary position	JD Approved by:	Lizz Diaz
Pay Range	\$73,000 to \$80,000	Apply at:	Sara.p@ecda.org

Job Description

Position Summary

Under the supervision of the Director of Operations and Programs, the Quality Assurance (QA) Manager ensures the coordination of quality assurance and quality improvement issues within the Agency.

Role and Responsibilities

- Oversees clinical utilization reviews as well as training on quality clinical documentation and practices.
- Practices continuous quality improvement to ensure agency provision of excellent care and preventive services that are effective, patient-centered, timely, efficient, safe, and equitable.
- Conducts clinically based audits to analyze use of clinical best practices, adherence to local, state, and federal regulations, and EBP fidelity.
- Conducts case/utilization reviews to ensure services provided meet clinical best practice standards.
- Closely monitors federal and state regulations and documentation compliance standards, including those for the Department of Mental Health and the Department of Child and Family Services
- Identifies areas for improvement in the delivery of care, facilitates QI workgroups, develops strategies to assess performance, and interprets data to assess progress.
- Examines critical incident reports for trends and areas of quality improvement.
- Creates agency training materials to enhance case conceptualization and understanding of documentation regulations.
- Attend Service Area and countywide Quality Improvement Committee meetings, and report information back to the Clinical Department and agency leadership team.
- Creating and maintaining quality assurance and improvement plans and for managing the Quality Assurance Assistant(s) and Data Administrator for DMH, MAT, CalWORKs, RHAS, and Family Preservation programs.

Qualifications and Education Requirements

- Licensed or License Eligible: LMFT, LCSW, LPCC, Psy.D., or Ph.D
- At least 1 year of experience in quality improvement and training; or have acquired such skills through clinical or research experience.
- Bilingual (English/Spanish) with excellent oral and written communication skills.
- Must have great organizational skills, be detail oriented and a self-starter with the ability to multitask.
- The ideal candidate should be personable and have experience in the social services field with familiarity in the mental health field.
- Candidate needs to be motivated and able to communicate effectively, and efficiently, both verbally and in written format.
- Strong computer literacy including Microsoft Word, Excel, Access, Adobe PDF, Outlook, Google Drive, Internet, and other standard equipment.
- Must clear HIPAA certification, Department of Justice, and TB clearance.
- Must have a reliable vehicle/access to transportation, valid California driver's license, and be responsible for all liability on vehicle.



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Preferred Skills

- 3 to 5 years of experience in a related field required with supervisory experience a plus.

Comment

Candidates must be able to work effectively with their team and Manager, demonstrate adaptability, and can accomplish program goals and objectives. Candidates should demonstrate empathy, courtesy, interest, and a willingness to adhere to safety rules, as well as computer, email, Internet, and dress code policies. Must have valid California driver's license and use of personal vehicle that has liability car insurance. Candidates will receive their required BBS supervisory ratio for client services provided.

The benefits of joining the ECDA team include health insurance, vision, dental, long-term disability, AD&D, life insurance, vacation, sick leave, paid holidays, jury duty, bereavement, and 401K matching.

All employees must demonstrate an understanding, patient, and receptive attitude toward individuals of varied age groups, behaviors, and varied disabilities. Employees must have the ability to maintain composure under stressful conditions. Staff must be able and willing to work with clients who have special needs and/or aggressive behaviors (i.e., biting, kicking, hitting, emotional outburst, etc.). Staff must have behavior management strategies and techniques relating to clients experiencing behavioral difficulties, positive behavioral interventions and applied behavioral analysis.

El Centro de Amistad provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, El Centro de Amistad complies with applicable state and local laws governing nondiscrimination in employment at every company location. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Acknowledgment

By signing below, I acknowledge that I have read and understand the position description for this position, including the working conditions listed below. I feel I am qualified to perform the position duties as described, including the physical and mental requirements as outlined.

By signing below, I feel I am qualified to perform the position duties as described with the following reasonable accommodations:

Employee Name:		Date:	
Employee Signature:			



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Physical Demands:			
	FREQUENTLY	OCCASIONALLY	SELDOM
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carrying	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Seeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Finger Movement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Demands:			
Outside:	Ability to spend 20% of work time outside		
Inside:	Ability to spend 80% of work time indoors		
Noise:	Ability to withstand moderate to high noise levels, including voice levels 90% of time		
Heat:	NA		
Cold:	NA		
Electric Equipment:	Ability to operate office equipment, computer, copier, and cellphones		
Work with Others:	100% of time spent working and interacting with team and other departments		
Reading	Ability to read at a college level		
Writing	Ability to write at a college level		

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by staff members assigned to this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the staff member assigned to this job.

To apply or any questions, please email Sara Pineda at Sara.p@ecda.org