

## **Employment Announcement Quality Assurance Quality improvement (QA/QI) Manager**

### **JOB SUMMARY:**

The QA/QI Manager ensures compliance with ethical standards, regulatory and contractual requirements, service provision standards, practices, protocols, and risk management, and makes recommendations for process improvements. This position reviews all incident reports, event reports, grievances, and client satisfaction survey and provides analysis reports and recommendations to the CEO. The QA/QI Manager oversees activities related to managed care contracts and related credentialing activities. The QA/QI Manager is responsible for drafting new policy language and updating existing policies, as applicable, and requires a high level of discretion and analytical acumen.

### **ESSENTIAL DUTIES AND PRIMARY RESPONSIBILITIES:**

1. Facilitates all ongoing activities as outlined in the QA/QI plan (peer review, credentialing, documentation of controls, outcomes, annual calendar, fire drills); provides technical assistance to staff conducting the activities; analyzes data and provides analytical reports and recommendations for process improvements to the CEO.
2. Reviews and analyzes all incident / accident reports for CHAC and NHAC, event reports, grievances, and client satisfaction surveys; reports findings, trends, and recommendations to the CEO.
3. Prepare all documents for monthly QA/QI meetings; provides technical assistance to peers in developing reports; analyzes all reports and provides recommendations to the CEO.
4. Develops database reports to analyze outcomes, programmatic and demographic data, and provides reports and recommendations to the COO/CEO.
5. Participates in monitoring, review data quality errors and identify corrections with applicable program staff. Assists in ensuring preparedness for all activities related to inspection, audits, licensing, etc. Assists in coordinating all internal and external monitoring and auditing.
6. Proactively develops updated policy language and drafts new policy language for CEO review based on ongoing feedback from the QA/QI Committee. Reviews and

- updates all policies annually and as needed. Keeps the agency apprised of all related updates and requirements and ensures that necessary training is provided.
7. Reviews and monitors employee training requirements; analyzes all QA/QI trend data in totality and provides recommendations on specific trainings to the CEO/HR Director.
  8. Reviews and updates all policies annually and as needed. Keeps the agency apprised of all related updates and requirements and ensures that necessary training is provided.
  9. Reviews billing documentation, eligibility documentation, outcome indicators, and tracking methodology. Provides analysis reports, recommendations, and process improvement technical assistance.
  10. Acts as the Agency's Risk Manager and all risk management related activities. Monitors and ensures Agency compliance with ordinances, fire safety, American with Disabilities Act (ADA), safety, security, health standards, licenses, certifications and other applicable guidelines.
  11. Manages insurance applications, renewals and submission, responds to risk management survey and all related risk management activities including coordinating the Safety and Security Committee.
  12. Manages managed care contract applications, renewals, and submissions, responds to inquiries in a timely manner, and conducts all credentialing and re-credentialing activities for staff and contractors as applicable for all entities.
  13. Works closely with Contracts Manager and Grant Writer to ensure ongoing compliance with grant agreements and contracts and regulatory standards.
  14. Attends funder meetings, communicate updates and changes to policy and or practices to appropriate committee and staff.
  15. All job requirements listed indicate the minimum level of knowledge, skill, and or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees will be responsible to perform any other job-related instructions/tasks given by their supervisor, subject to reasonable accommodations.

**MINIMUM QUALIFICATIONS:**

**Education/Experience:** A Bachelor's degree in Human Services, Computer Science, Business, Public Administration, or a related field. Master's degree is preferred. The candidate must have at least three to five years direct work experience in monitoring, auditing and process improvement. Proficient in Microsoft Office, excellent oral, written, and interpersonal



communication skills. Must have strong interpersonal skills and strong organizational and time management skills. Must be able to work flexible hours and ability to commute between two locations.

**WORK ENVIRONMENT:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The QA/QI Manager works in settings of Broward Partnership, including offices, classrooms, group rooms as well as being involved in other areas of Broward Partnership programs both on and off campus. In addition, the position is active in the community as situations warrant, representing Broward Partnership.

Please e-mail cover letter and resume to: [careers@bphi.org](mailto:careers@bphi.org) and include the job title of “QA/QI Manager” in the subject line.

Broward Partnership is an EEO/Affirmative Action Employer and complies with all federal and state laws, and regulations. Our policy is not to discriminate against any applicant or employee based on race, color, sex, sexual orientation, gender identity, genetic information, religion, national origin, age, disability, veteran status, or any other basis protected by federal, state, or local laws. We participate in E-verify.