



*Bringing Families Together  
For A Bright Future.*

## **DIRECTOR OF QUALITY ASSURANCE POSITION ANNOUNCEMENT**

Camelot Community Care is currently recruiting for a Director of Quality Assurance. This position will be part of Camelot's administrative team and reports to the Director of Administration. Ideal candidates will need to have considerable experience and knowledge in Behavioral Health Services and Child Welfare. The Director of Quality of Assurance maintains overall responsibility of the Quality Assurance/Continuous Quality Improvement Plan and related quality planning activities. Ensures the organization is consistently providing best practice services and maintains compliance with accepted operating principles and policies and procedures. Responsible for promoting, coordinating, and/or performing quality improvement monitoring and evaluating of programs and staff. Trains staff in total quality improvement performance. Provides consultation to programs and supervises staff efforts to meet established quality improvement criteria. Acts as the organizations Privacy Officer.

Specific job responsibilities include but are not limited to the following:

1. Develops and maintains a continuous quality improvement program.
2. Evaluates, develops and implements policies, procedures, and any related forms necessary to document continuous quality improvement activities.
3. Reviews client records for compliance to applicable standards, regulations, laws, and codes.
4. Monitors service delivery documentation for quality, thoroughness and timeliness. Prepares reports and action plans to address deficiencies.
5. Monitors compliance with The Health Insurance Portability and Accountability Act (HIPAA) and prepares reports and action plans to address deficiencies.
6. Assists regional site leadership team in preparing for audits.
7. When assigned, responds promptly to grievances.
8. Coordinates the credentialing and peer review processes.
9. Manages organizations provider and credentialing files with applicable funders.
10. Assists in the implementation and monitoring of accreditation requirements organization wide.
11. Track and report significant events and provides follow up to programs as needed.
12. Provides technical assistance on federal and state laws, rules, contractual requirements and programmatic and procedural issues.
13. Serves on Quality Management Council sub-committees as assigned.

Successful candidates shall the exhibit the following skillsets:

- Excellent verbal and written communication skills.
- Strong awareness of Behavioral Health and Child Welfare standards and service delivery.
- Professional and tactful interpersonal skills with the ability to interact with staff and leadership of all levels.
- Strong leadership and supervisory skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with proven ability to meet deadlines.
- Advanced proficiency with Microsoft Office Suite and/or related software.
- Flexibility and ability to work on multiple projects.
- Excellent written and verbal communication and presentation skills, including the ability to articulate performance expectations.
- Ability to work effectively as part of a team.
- Ability to use considerable judgment, initiative and independence.
- Ability to maintain confidentiality.

This position requires a Master's Degree in a human service field with a minimum of 7 years of experience in behavioral health services and child welfare. In lieu of a Master's Degree, a Bachelor's Degree in a human services field and a minimum of 10 years of experience in behavioral health services and child welfare will be considered. This position may require significant travel including overnight stays. Emphasis will be placed on behavioral health experience.

Interested candidates should send a cover letter and resume to Sheila Asson, Director of Administration via email to: [sasson@camelotcommunitycare.org](mailto:sasson@camelotcommunitycare.org) by C.O.B November 6, 2020. EOE