

AMENDED RESOLUTION #FY 2019-50

Director of Quality Improvement - Updated Position Description

For the Wood County Alcohol, Drug Addiction and Mental Health Services Board

May 28, 2019

Whereas, the Manager of Clinical Programs and Quality Improvement position was changed in the Table of Organization, and the duties of the position have expanded;

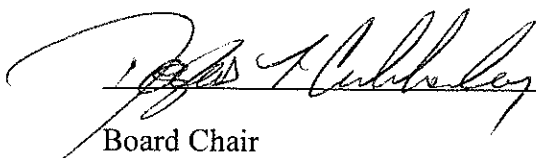
Whereas, this position would be considered an unclassified and exempt position; and

Whereas, the requested salary range would be between \$50,440 and \$90,000; and

Therefore, be it resolved that the Board approves the change of the Manager of Clinical Programs and Quality Improvement position to Director of Quality Improvement, with an unclassified and exempt status and a salary range of \$50,440 to \$90,000.

Board Members	Yes	No	Absent	Abstain
Allen Baer	X			
Brad Biller	X			
Tonya Camden	X			
Jessica Clements			X	
Leanne Eby	X			
Judy Ennis	X			
Erin Hachtel	X			
Marc Jensen			X	
Stan Korducki	X			
Dan Lambert	X			
Sue Moore	X			
Hallie Nagel	X			
Corey Speweik	X			
Cary Wise	X			
Doug Cubberley	X			

Judy Ennis motioned to approve this resolution; Erin Hachtel seconded. This resolution is approved by the majority of the Board. Resolution passed.


Board Chair

5/30/19
Date

WOOD COUNTY ADAMHS BOARD

An Equal Opportunity Employer

POSITION DESCRIPTION

Office/Agency:	Wood County ADAMHS Board	Employee Name:	
Class Title:	Director of Quality Improvement	Position Title:	Director of Quality Improvement
Class Number:	61611C	Travel Required:	
Dept./Div.:		Civil Service Status:	Unclassified
Unit:		Employment Status:	Full-time
Reports To:	Executive Director	FLSA Status:	Exempt-Professional
Pos. # of Supvr.:		Pay:	\$50,440-\$90,000
QUALIFICATIONS: An example of acceptable qualifications:			
<p>Completion of Master's Degree in an appropriate discipline, with experience in behavioral health care, clinical supervision, administration, or professional administration, and experience in the alcohol, drug addiction, or mental health field.</p> <p>Knowledge of: mental illness and substance abuse, best practices for prevention, treatment and recovery services; board goals and objectives; relevant state laws and/or regulations; public relations; community resources and services; employee and clinical training and development; supervisory principles and practices; project management; service outcomes.</p> <p>Skill in: computer operation; use of modern office equipment.</p> <p>Ability to: deal with many variables and determine specific action; define problems, collect data, establish facts, and draw valid conclusions; exercise independent judgment and discretion; understand, interpret, and apply laws, rules, or regulations to specific situations; prepare and deliver speeches and presentations; respond to routine inquiries from public and/or officials; communicate effectively; train or instruct others; gather, collate, and classify information; maintain records according to established procedures; develop and oversee a systematic approach for collecting data for hospital admissions under Medicaid expansion; collaborate with co-workers on group projects; answer routine telephone inquiries; develop and maintain effective working relationships with community and providers; maintain involvement with Local and State initiatives.</p>			
LISCENSURE OR CERTIFICATION REQUIREMENTS:			
LISW, Psychologist, or LPCC			
EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive.			
Computer, telephone, calculator, copier, fax machine, printer, projector and modern office equipment			
INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIIONS:			

The employee is exposed to, must negotiate, use or work with or in the vicinity of: General office equipment, noise, lighting, eye strain, ergonomics, electrical hazards, trip hazards, exits, stairways, ramps, shelving, portable fire extinguishers, and work with the general public.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed both the Cover Page(s) and the Inside Page(s) of my position description, and that I understand the contents of the position description.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

ESSENTIAL FUNCTIONS OF THE POSITION:

- Direct or manage critical clinical services when Board involvement is necessary
- Direct and plan for implementation and evaluation of program outcomes and service improvements in the Wood County alcohol, drug addiction and mental health system of care
- Determine necessary expansion of needs assessment activities and analyses
- Oversee writing of community plans and grants
- Monitor compliance of board operations with applicable laws and regulations
- Establish and manage continuous quality improvement processes for board operations
- Assume responsibilities of Executive Director in his/her absence
- Acts as the Privacy Officer, Security Officer Clients Rights Officer and 504 Coordinator

The successful individual will have earned at least a Master's degree and hold an active license to practice independently and provide clinical supervision in psychology, social work or counseling. Will have clinical supervisory experience and experience in program planning, implementation and evaluation.

1. Provide oversight for emergency and crisis services

- a. Provides supervision and problem-solving in problematic situations regarding hospitalization and emergency/crisis response. This may include situations requiring alternative hospital placements, transportation issues and discharge planning problems, as needed. The position will intervene if necessary to gather relevant information, provide analysis and recommendations for effective and efficient management of the emergency services for the system of care.
- b. Assistance in establishment and maintenance of contractual arrangements and processes concerning: quality assurance, client complaints and grievances, appropriate psychiatric hospitalization, housing placements, detox services, hotline calls, and other emergency and crisis situations. This will involve developing communication with psychiatric hospitals under contract by the Board, while complying with the principles of Recovery, especially of dignity and respect for the individual.
- c. Assistance in promoting stakeholder collaboration and problem-solving of complaints as needed. Stakeholder relations will also include the entire criminal justice system (judges/courts, probation departments, attorneys, law enforcement). Individual will chair the Board's Hospital Utilization Management team meetings. Will work closely with the Board's Hospital Liaison and Criminal Justice Coordination services.
- d. Evaluation of emergency services, hotlines, helplines and Health Officer training is expected.
 - Requires independent license in Ohio for clinical treatment and supervision. Position requires prior experience with emergency services and understanding of Ohio laws

regarding inpatient and outpatient commitment. Experience in working with the criminal justice system. Knowledge of relevant evidence based practices for severely and persistently mental illness, as well as other mental health and substance use disorders. Experience in basic service/program evaluation. Working knowledge of Recovery principles. Knowledge of housing issues for those with Severe and Persistent Mental Illness and Addictions.

2. Program evaluation improvement, supervision and coordination

- a. Direct the Board's collection and analysis of service/program outcomes and data reporting for the system.
- b. Will oversee the Board's non-Medicaid compliance audits. This includes review statistical samples of client records for quality assurance, including appropriate and thorough treatment plans, service documentation of compliance with treatment plans, client involvement in treatment planning, relevant outcomes.
- c. Keep abreast of current best practices for outcome measurement and program evaluation and make recommendations to the Executive Director for quality and performance enhancement.
- d. Periodic meetings with clients and consumer groups to determine satisfaction and areas for improvement.
- e. Requirements:
 - Experience and knowledge of program evaluation, including with treatment plans review/compliance audits and outcomes measurement
 - Knowledge of Recovery principles
 - Knowledge and experience with outcomes measurement
 - Knowledge and experience of basic statistics and business report writing

3. Provide leadership for planning system-wide performance improvement

- a. Clinical Quality improvement analysis and recommendations to Executive Director, including enhancement of services and implementation of evidence-based services, implementation and evaluation planning to promote quality improvement for public/community education, prevention, treatment and recovery services, across the lifespan. Plan for implementation of trauma informed care throughout the system of care.
- b. Keeping up-to-date on best practices and evidence-based practices for mental illness and drug abuse treatment
- c. Participating on the relevant clinical treatment and recovery committees associated with the Ohio Association of County Behavioral Health Authorities
- d. Research client and system needs, provide best practice, cost-effective solutions, work with necessary stakeholders, grant writing and coordination of grant proposals as appropriate
- e. Requirements:
 - Successful experience with program planning and implementation
 - Research experience
 - Program and project planning
 - Grant and proposal writing
 - Evaluation of proposals for funding to the Board
 - Development and leadership of effective project teams
 - Good stakeholder/partner relationships
 - Experience as an independently licensed treatment provider and supervisor

- Knowledge of human development
- Experience and knowledge of cost-effective and collaborative services across the lifespan

4. Monitor compliance of board operations with applicable laws and regulations

- a. Keep abreast of current laws and regulations that impact board operations, to include but not be limited to HIPAA, 42 CFR, etc.
- b. Make recommendations for policy and/or procedure changes to the executive director and be able to present proposed changes to the Board.

5. Establish and manage continuous quality improvement processes for board operations

- a. Development of processes to bring Board operations in compliance with the Culture of Quality.
- b. Keep abreast of any changes to culture of quality standards.
- c. Monitor policies and procedures to ensure operations continue to comply with Culture of Quality standards.

6. Back up the Executive Director to develop and enhance cross systems collaboration

- a. Development and leadership of community collations to promote high quality, evidence-based services, including Physical Health Care, Education, Criminal justice, State and local government, clients, families, advocates, housing developers, Board of Developmental Disabilities
- b. Training and event planning
- c. Making presentations to the stakeholders listed above and other community groups, including faith-based organizations

7. Excellent working relations with Board staff, Contract agencies and other stakeholders

- a. Collaboration with other Directors
- b. Timely and accurate communication with the Executive Director
- c. Excellent communication skills – written and verbal

Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

OTHER DUTIES AND RESPONSIBILITIES:

Performs other job-related duties as necessary and/or as assigned; Demonstrates regular and predictable attendance; Performs the essential functions of the Executive Director, in the Executive Director’s absence.

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Approval of Appointing Authority:		Date:
Employee Signature:		Date: