

Job Title	Manager of Quality Assurance
Employer/ Agency	Family Service Center of Galveston County
Job Description	Responsible for establishing and maintaining a continuous quality assurance and quality improvement program, including a monitoring and reporting system. Works with FSC staff to ensure compliance with grant and licensure requirements and assures that organizational initiatives are focused and aligned on improving operational and program efficiencies and effectiveness. Supervises administrative employees as assigned. Works with Executive Director to establish and oversee a utilization and quality improvement program for all aspects of client services. Assures compliance with team and agency-specific policies and procedures. Ensures accuracy of client service tracking and fee collection data. Ensures the organization gets and maintains appropriate insurance panel accreditation. Manages quality assurance processes for all clinical programs related to HIPAA, agency P&P and other licensing entities as assigned. Manages the quality assurance process related to data entered into electronic medical records. Produces reports as needed (e.g., productivity, billed services, delivered services). Develops performance improvement targets for the quality of the services provided and for the overall efficiency of the organization and establishes methods to measure and evaluate whether or not these are attained. Designs and implements continuous, integrated quality assurance and improvement processes that focus on continuous assessment, capacity needs and development, planning and implementation, and monitoring and evaluation. Monitors and ensures clinical notes, treatment plans and discharge plans are completed and filed. Provides training to all clinicians regarding quality assurance procedures. Coordinates staff development - ensures that all continuing education and other training requirements are met and maintained. Coordinates and is responsible for all licensure issues – ensures all licenses are completed and renewed on schedule. Coordinates the outcome evaluations that are conducted in all programs. Assists in the identification of unmet needs and consults on the ways that such needs might be met. Supervises administrative employees as assigned. Conducts outreach activities to identify clients, inform community of services and build community collaborative relationships. Establishes and maintains professional relationships with service providers, community stakeholders, local officials and donors.
Qualifications	Bachelor's Degree in healthcare, business management, social services, or equivalent and five years relevant experience. KNOWLEDGE/SKILLS/ABILITIES: Excellent organizational skills in setting priorities and executing tasks from idea to evaluation. Skills in management, supervision, and collaboration with staff/teams. Knowledge of project management techniques. Organizational and data management skills for designing and managing large and complex databases and the ability to prepare reports, tables, and graphs of numerical information . Skills in systems analysis, evaluation, comprehensive process and outcome analysis, and development and implementation of such processes. Effective written and verbal communication skills; bilingual preferred. Ability to communicate effectively with people of all ethnic backgrounds and social standing and to all agency staff and clients. Knowledge of, and compliance with, principles of professional ethics, including patient rights and confidentiality.
Salary/Hours	DOE/40 hours per week, M – F, some evenings and weekends
Address	2200 Market Street, Suite 600 Galveston, Texas 77550
Contact Person	Ruby Westerbuhr, Administrative Manager
Telephone Number	409-762-8636
Fax Number	409-762-4185
Email Address	centero@fscgal.org
Application Method	Complete FSC Employment Application available at: http://www.fsc-galveston.org/contact/employment/
Opening Date	8/1/2014

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