

<b>Job Title</b>	Quality Improvement Officer
<b>Employer/ Agency</b>	Catholic Charities
<b>Job Description</b>	<p>Catholic Charities seeks compassionate, talented individuals who have a heart for helping others and a commitment to making a positive impact on the lives of men, women, and children across our large region. People of faith helping people in need achieve self-sufficiency and live with dignity.</p> <p>Join our team as the Quality Improvement Officer. As the Quality Improvement Officer you will be responsible for promoting, supporting and training to promote quality services to clients, while ensuring teams are following and meeting funder and agency requirements and expectations. The successful candidate will work with assigned program to ensure they are in compliance with rules and regulations of various regulatory agencies, contract and funder requirements, agency policies, accreditation standards, policies and procedures and Catholic Charities' code of conduct.</p> <ul style="list-style-type: none"> <li>▪ You conduct organizational quality and risk management activities of assigned programs, services, and departments, including focused reviews and investigations as requested.</li> <li>▪ You coordinate and analyze results of quarterly case record review and client survey process for assigned programs</li> <li>▪ You monitor the status of reports, reviews and investigations from various external authorities including but not limited to funding sources, accrediting, organizations, licensing, and other external authorities.</li> <li>▪ You oversee the development and implementation of the monitoring processes for quality improvement plans resulting from investigations, audits and other forms of external review programs and services or internal quality improvement activities.</li> <li>▪ You participant in agency Risk Management, Quality Improvement and Compliance related committees and work groups as requested.</li> <li>▪ You review all assigned program related incident reports, requests clarifying information or follow-up from staff, categorizes incident and enters all information into electronic database. Ensures that documentation is properly secured in the Quality and Compliance offices.</li> <li>▪ You create or assist program QC staff in creation of program improvement plans and trainings bases on the outcome of program evaluations, file reviews, internal/external audits.</li> <li>▪ You assist in the development of associated policies, procedures, protocols, and tools to support quality improvement and risk management activities for all agency program areas.</li> <li>▪ You work with Quality and Compliance Team to create, review and update agency policies for all programs.</li> <li>▪ You support quality compliance staff working directly in assigned programs.</li> <li>▪ You monitor, track and report on incident reports using agency tracking system.</li> <li>▪ You perform other duties as assigned.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Master's Degree preferred from an accredited college or university in social work, psychology, public health or a related field.</li> </ul>

	<p><b>The Skills and Experience You Bring</b></p> <ul style="list-style-type: none"> <li>▪ You have 3+ years' experience with use of electronic database reporting systems (i.e. Homeless Management Information System (HMIS), ETO, RMS, etc.) Ability to run reports and notice trends in data.</li> <li>▪ You have 3 years' of experience in program management, evaluation, or research in a social service or nonprofit setting</li> <li>▪ You have 3 years' experience with Government contracts</li> <li>▪ You have knowledge, understanding and skills on Trauma Informed Care and Motivational Interviewing.</li> <li>▪ You have knowledge and expertise with Word and Excel spreadsheet and word processing programs.</li> <li>▪ You have strong verbal and written communication skills.</li> <li>▪ You have knowledge and ability to utilize video conferencing platforms (Teams, Zoom, Etc.).</li> <li>▪ You have ability to handle and maintain confidential information.</li> <li>▪ You have ability to work well collaboratively with a team and independently as needed.</li> <li>▪ You have ability to assess situations and problem solve situations with little to no oversight.</li> </ul>
<b>Salary/Hours</b>	Full-Time
<b>Employer/Agency</b>	Catholic Charities
<b>City, State, Zip</b>	Houston, TX
<b>Application Method</b>	<a href="https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=35122&amp;clientkey=C184945087565AE7BAA81D76126F1823">https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=35122&amp;clientkey=C184945087565AE7BAA81D76126F1823</a>
<b>Opening Date</b>	Immediate

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at [mswjjobs@central.uh.edu](mailto:mswjjobs@central.uh.edu) with the hiring details of your new job opportunity. Thank you.