JOB DESCRIPTION

Job Title: Quality Assurance Clinician

Reports to: Director of Adult Behavioral Health Programs and Director of Clinical Services

Objective: CASES is seeking a licensed clinician with at least 3-years of direct treatment experience to conduct quality assurance and continuous quality improvement activities for the Adult Behavioral Health (ABH) programs. The ABH programs are located in Central Harlem and include two Assertive Community Treatment (ACT) teams, an outpatient Article 31 mental health clinic, supported housing, and three diversion programs. This position requires a highly organized, detailed, and assertive individual. The ideal candidate will have extensive knowledge of NYS treatment licensing regulations, Medicaid and Medicare regulations, and standards of care related to care coordination, treatment planning, risk assessment and risk management, incident reporting and review, information sharing and confidentiality, utilization review, consumer rights and consumer participation and feedback in continuous quality improvement. Extensive knowledge is also required of standardized instruments and assessments, evidence-based practices, fidelity scales and measures related to providing services to populations with serious mental illness (SMI), co-occurring disorders, substance use disorders, trauma, homelessness, chronic medical conditions, and criminal justice-involvement.

Responsibilities:

- Carry out quality assurance oversight activities defined in the quality assurance plans of the Assertive Community Treatment (ACT) teams and the outpatient mental health clinic;
- Conduct regular and systematic review of ACT comprehensive assessments, progress notes, treatment plans and treatment plan reviews to ensure timeliness and quality;
- Conduct regular and systematic review of the article 31 clinic initial assessments, psychiatric evaluations, progress notes, treatment plans and treatment plan reviews to ensure documentation adheres to expected timeliness and quality;
- Conduct ACT and clinic utilization review;
- Coordinate activities with the Corporate Compliance Officer and Privacy Officer;
- Present reports, findings and recommendations to the Quality Assurance Committee;
- Ensure programs are in compliance with licensing, funding, and contracting requirements;
- Track, monitor, and measure the annual quality performance of the programs and develop recommendations based on annual changes;
- Identify staff training needs through auditing activities and work collaboratively with program supervisors to ensure staff attain competence for programs to be in compliance with regulations and standards of operation;
Identify program gaps, weaknesses and strengths, and recommend new processes, policies and systems to support corporate compliance and quality improvement;

Provide on-going support and technical assistance around quality assurance;

Conduct consumer surveys and make recommendations to supervisors based on findings;

Monitor and track the implementation of corrective action plans;

Maintain and update the policy and procedure manuals for the adult programs in collaboration with CASES Legal Counsel and program directors to ensure manuals reflect current operations, include licensing and contracting changes;

Liaison with government and contracting agencies, payers, and partner agencies regarding compliance, regulatory and operational policies;

Develop reports and PowerPoint presentations for the behavioral health governing body, briefings and meetings;

Collect incident reports, conduct trending analysis and support operations of Incident Review Committee;

Conduct review of records for ‘high risk’ consumers to ensure risk assessment and risk management protocols adhere to policies and procedures;

Support the ACT team leaders, clinic director and clinical supervisor through data tracking to support continuous quality assurance initiatives and projects;

Analyze program data and maintain data related to implementation of evidence-based practices and clinical outcomes;

Implement and support consumer advisory board (CAB) or equivalent forums that facilitate consumer input and feedback about program operations;

Complete special projects to improve the performance of ABH programs;

Conduct literature review and research evidence-based practices to support workforce development and the operations of the ABH programs;

Provide in-service training and promote staff development to ensure adherence to quality assurance and policies and procedures;

Conduct fidelity scale measurement for evidence-based practices and inter-rater reliability for standardized risk and need assessments;

Support program supervisors to create systems and processes that facilitate achievement of quality assurance goals and continuous quality improvement;

Coordinate effective use of electronic medical records to support quality in ABH programs, including liaison and coordination with EMR vendors, ensuring QA data systems in EMR;

Lead activities related to assessment of data quality for data transfer to Health Homes and other external organizations;

Perform other administrative duties as required to support program operations;

Adhere to agency cultural competency and anti-discriminatory practice.

**Minimum Qualifications:**

- Licensed mental health professional LMSW, LMHC;
- At least one year of quality assurance experience;
- Advanced analytical and innovative problem solving abilities and proficiency in use of statistical software (SPSS);
- Effective interpersonal skills and ability to successfully use authority to work with staff throughout the agency;
• Excellent written and communication skills and proficiency with Microsoft Office Suite;
• Experience with electronic health records (EHR).

**Salary:** $53,000 fulltime 35-hour week with excellent benefits.

**How to apply:** E-mail cover letter and resume in Word or PDF format to alouison@cases.org. Please list the job title in the subject line. No phone calls please. Only applicants with minimum qualifications will be selected for interviews.

CASES is proud to be an Equal Opportunity Employer. Employment with CASES is based solely on qualifications and competence for a particular position, without regard to race, color, ethnic or national origin, age, religion, creed, gender, sexual orientation, disability, or marital, military, or citizenship status. We also actively recruit individuals with prior involvement in the criminal justice system.