

EPWORTH

Where Kids Find Strength

Job Title: Quality Manager

Purpose: This position is responsible for developing a comprehensive quality program; overseeing the Agency's continuous quality improvement (CQI) plans and processes, accreditation, best practice and licensing standards. This position also is responsible for identifying, designing, developing, and delivering a comprehensive training program for all staff. This position plays a key role in the agency's safety improvement activities; servicing as the chairperson of the safety committee.

This position demonstrates commitment to the mission, vision and values of the agency by engaging in respectful, cooperative relationships with customers (i.e. clients, employees and external stakeholders); being accountable for providing services and ensuring safety to customers while empowering customers in achieving the agency's mission.

Essential Duties & Responsibilities include the following: (Other duties as assigned.)

- Develop a quality program leading the organizational approach to quality; identifying improvements to be made, devising and implementing strategies for change and evaluating outcomes.
- Guides and supports Program Directors in identifying, measuring, understanding and using outcome data; ensuring accuracy and reliability of information through surveys, audits, assessments, and evaluations
- Serves as agency liaison with licensing and accrediting bodies including completing related reports and documentation and serving as site coordinator for the Joint Commission survey and state licensing visits.
- Responsible for external and internal program/client file audits in the areas of investigations, quality standards, accreditation, and licensing.
- Leads Safety Committee by serving as chairperson, facilitating monthly meetings and monitoring agency wide safety including responsibility for conducting analyses and identifying and developing processes/procedures to minimize safety risks.
- Develop a training program to meet the agency's workforce needs through personally creating trainings and utilizing other internal and external training resources.
- Create, revise, and maintain agency manuals and plans including Agency Policy Manual, Safety and Emergency Management Plans, and Quality Improvement Plan.

- Benchmark the agency's program outcomes against other agencies with similar services and programs; identifying program successes.
- Adheres to policies and procedures inclusive of, but not limited to, attendance, program/department specific procedures, workplace safety, code of conduct, training requirements, social media, and confidentiality

Supervisory Responsibilities: Quality Coordinator

Education and/or Experience: Bachelor’s degree from an accredited college/university, Mater’s preferred; three years experience providing formal trainings and quality improvement responsibilities; experience with accreditation; and two years supervisory experience preferred.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers and public groups. Ability to effectively present information to top management, public groups and/or boards of directors.

Reasoning Ability: Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to deal with several abstract and concrete variables.

Computer Skills: Email, Microsoft Word, Microsoft Excel, and database experience

Physical Demands: While performing the duties of this job, the employee is regularly required to talk and hear.

Work Environment: Most of the work for this position is performed under normal office conditions. The employee may need to travel from one location to another on an as needed basis.

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. Upon an individual’s request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential job duties and responsibilities. The agency will determine if a reasonable accommodation can be made and may determine to assign alternate duties and responsibilities.

Employee Signature

Date

Agency Representative Signature

Date