

Director of Quality Improvement and Strategic Initiatives

ABOUT: Jewish Community Services of South Florida (JCS) is the foremost non-profit, human services agency whose mission is to improve the quality of life and self-sufficiency of the Jewish and broader communities throughout South Florida in accordance with Jewish values. Founded in 1920, JCS delivers exemplary social services through compassionate and comprehensive programs that help people stay healthy and productive.

POSITION SUMMARY:

The Director of Quality Improvement and Strategic Initiatives ensures that Jewish Community Services (JCS) operates with a focus on a single standard of high-quality care for all clients in compliance with accreditation standards as well as legal, ethical, contractual and regulatory requirements in meeting its performance goals. This position provides numerous program evaluation and quality improvement functions within JCS, including: monitoring certain administrative functions and programs for compliance with quality standards, implementing tools used for program and service evaluation, monitoring Key Performance Indicators (KPI's), updating agency policy and procedures, assisting in the implementation of new processes and data management systems, as appropriate, organizing and disseminating data collection and informational analysis, assisting with the agency risk management process, and assisting in support functions for the JCS Board of Directors and its respective committees to include: review and revision of board policies and procedures, participation in board engagement initiatives, and assisting in the preparation and/or presentation of reports and other materials for board/committee meetings. Other duties as assigned.

RESPONSIBILITIES:

Quality Improvement

- Responsible for oversight and management of the Quality Improvement Department.
- Develops, reviews, and/or revises agency policies and procedures in accordance with legal, regulatory, accreditation, best practice, and compliance standards.
- Develops and annually reviews agency-wide Continuous Quality Improvement Plan.
- Assists in the regular review of agency procedures, practices, and documents to identify potential areas for improvement or risk.
- Assists in employee training initiatives that promote best practice models and adherence to the latest regulations and processes.
- Oversees supervisory responsibilities for quality assurance staff.

Contract Compliance

- Advises the management team on JCS compliance with various requirements/regulations through detailed reports and advise of areas for improvement as needed
- Develops, maintains and utilizes sound working knowledge of all program standards (e.g., CARF, insurance companies, funder or licensing requirements).
 - Attends related trainings/conferences to keep abreast of standard changes and innovative approaches to implement strategic improvements to business processes and/or clinical practices and methods.
 - Provides technical assistance to program directors and staff as related to program requirements and best practice standards.
 - Facilitates outside evaluations and audits by CARF, DHS, DCF, SFBHN/Thriving Minds and other funders.
- Creates and manages effective action plans in response to audit findings and compliance violations.
- Utilizes internal data information systems to provide information for purposes at all levels within the agency. Data management and reporting tasks may include:
 - Monitoring Key Performance Indicators (KPI's)
 - Evaluating consumer or stakeholder satisfaction/engagement
 - Preparing an annual Continuous Quality Improvement report
 - Analyzing performance data as it relates to established targets
 - Collection of evaluation data and collaboration with program directors to assess the data and provide feedback to staff
 - Updating agency data systems to enhance efficiency and accuracy
 - Preparing written materials for public relations, professional publications, or grant applications as requested.
 - Developing reports as needed and/or requested including monthly revenue and productivity reports for key agency personnel.

Agency-wide Support

- Serves as the central steward of information and develops communications for the CEO, the Board and its committees regarding quality improvement, agency audits and risk management matters including drafting responses to queries regarding policies and practices.
- Coordinates communication efforts including verbal responses and the preparation of written presentations regarding risk, audit, credentialing, certification, insurance and quality improvement matters. Maintains executive and confidential files and databases, and coordinates cross-functional special projects.
- Participates in Management Team Meetings and other leadership development activities.

- Completes routine administrative duties, e.g., reports, forms, letters, etc. in accordance with agency expectations.

Risk Management

Leads the agency risk management process (e.g., monitoring incident reporting for client-involved incidents, updating Continuity of Operations Plan, helping monitor HIPAA compliance and data security)

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty in a professional and effective manner. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's Degree in Business/Public or Non-Profit Administration, Social Work, Psychology, Mental Health or Marriage/Family/Educational Counseling or related field from an accredited school is required. Master's Degree in any of the aforementioned fields strongly preferred.
- Significant experience providing quality assurance tasks and overseeing continuous quality improvement functions within a human service organization.
- Strong written communications skills and the ability to write clearly and informatively; Edit a variety of documents of varying complexity for accuracy, relevance, brevity, syntax, spelling and grammar. Able to read and interpret written information.
- Excellent oral Communication skills and the ability to speak clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates excellent interpersonal and group presentation skills.
- Staff supervision/management experience in a human service organization is strongly preferred.
- Knowledge and experience in use of Microsoft Office software, Excel, Word, Electronic Health Record and other business and reporting tools is required.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Client Service - Responds promptly to customer needs; Solicits customer feedback to improve; Responds to requests for service and assistance; Meets commitments.

- Interpersonal Skills - Focuses on solving conflicts and problem solving; Maintains confidentiality; Excellent listener, displays management discipline and professional demeanor at all times. Remains open to others' ideas and tries new things.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit and professional business culture.; Places priority on interests of the agency, staff and the clients it serves; Able to build morale and group commitments to goals and objectives.
- Delegation - Delegates work assignments. Effectively assesses and matches the responsibilities to the person. Works well independently, as well as in collaboration with others. Sets expectations and monitors delegated activities. Provides recognition for results.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others. Accepts feedback from others; Gives appropriate recognition to others.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services. Continually works to improve supervisory skills.
- Business Acumen - Understands business implications of decisions; Displays orientation to sustainability and adherence to core mission. Demonstrates knowledge of market and understands market research strategies and reporting; Aligns work with strategic goals.
- Cost Consciousness - Works with team members within approved budgets; Develops and recommends cost saving measures. Conserves organizational resources.
- Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; promotes the value of diversity; promotes a harassment-free environment; supports and respects diversity.
- Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.
- Strategic Thinking - Develops strategies to achieve organizational goals; Understands organizational strengths & weaknesses; Analyzes market trends; Identifies external threats and opportunities; Adapts and recommends strategy alternatives to changing conditions. Acts as a change agent in support of the goals and objectives of the agency leadership.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

- Professionalism - Approaches others in a tactful manner. Remains calm under pressure; Treats others with respect and consideration. Accepts responsibility for own actions. Follows through on commitments.
- Safety and Security - Observes safety and security procedures. Determines appropriate action beyond guidelines. Reports potentially unsafe conditions. Uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work and on time. Ensures work responsibilities are covered when absent. Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direct responsibility for own actions; Keeps commitments. Commits to work when necessary to reach goals. Completes tasks on time or notifies CEO and other team members with an alternate plan.
- Initiative - Volunteers readily. Undertakes self-development activities. Seeks increased responsibilities. Takes independent actions and calculated risks. Looks for and takes advantage of opportunities. Asks for and offers help, when needed.

PERKS: We are proud to offer a competitive benefits package to all full-time employees, including medical and dental plans. A generous vacation and holiday pay benefit and a 401(k) match is available. Staff receives monthly in-service training and CEU opportunities. This is a one of a kind opportunity for leadership in talent management to contribute to a team of mindful, caring and passionate people at work every day in service to our community!

JCS is a 501(c)(3) not-for-profit organization and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, disability, gender identity, gender expression, national origin, or veteran status.

Status – Full-Time