



Program Coordinator - Quality Management & Privacy

Full Time, Day Shift

Minimum Starting Salary: \$57,740 commensurate with experience

Do you have a passion for improving the health of individuals receiving behavioral health services? Would you like to be a valuable member of a diversity driven, mission-minded team that impacts our community? If so, we have an exciting opportunity for you to work as a **Program Coordinator – Quality Management and Privacy!**

What You Will Be Doing

Working full time (40hrs/wk) as a **Program Coordinator - Quality Management and Privacy**, you will join a dynamic and diverse interdisciplinary team of reviewers responsible for comprehensive quality and compliance reviews across Integrated Services of Kalamazoo's (ISK) direct operated services and its broad network of contracted providers. You will participate in our Quality Monitoring Review (QMR) process including conducting review activities, updating QMR tools and scoring criteria, analyzing and communicating findings, and completion of QMR reports as assigned. As part of a collaborative team, you will support quality improvement efforts and help provide training and consultation to ensure services meet regulatory, accreditation, and organizational standards while promoting best practices and positive outcomes for the individuals we serve.

As part of this position, you will assist in Privacy functions that oversees our agency's overall adherence to HIPAA Privacy Regulations and Health and Human Services Office for Civil Rights requirements. Key responsibilities include supporting privacy investigations, breach risk assessments, regulatory reporting, staff and provider training, as well as other activities that promote privacy compliance and safeguard protected health information. You may also support additional quality and privacy-related initiatives and duties as assigned.

What We Require

You will have a **Master's degree** in Public Administration, Human Services or related field and 4 years' experience in the related area. A Bachelor's Degree in a related field with extensive (6+ years) and directly related experience may be substituted for a Master's Degree. Knowledge of HIPAA Privacy rules and regulations is a plus. Experience in a Community Mental Health setting and/or contracting preferred. Lived experiences with behavioral health issues are desired. Advanced computer skills, including word processing, spreadsheets, database management and e-mail. Required License: Valid Michigan Motor Vehicle Operator's license.

Why Work For ISK

Because we **make a difference** in the lives of the individuals we serve in the Kalamazoo community every day. You will have the opportunity to work with amazing co-workers in an environment that **values diversity, inclusion, work/life balance** and encourages **ongoing education for professional development**.

We also offer a competitive compensation and benefits package, with some of the **best retirement plans** in southwest Michigan including a **6.2% retirement match** and **pension plan!**

You will also enjoy **12 paid holidays, Generous PTO** and the opportunity to earn additional PTO hours for participating in our **wellness program!** Kalamazoo is the home of the **Kalamazoo Promise!**

Who We Are

Integrated Services of Kalamazoo (ISK) has been delivering quality services and programs to improve the lives of those we serve for over 30 years. ISK works with youth, families, and adults with mental illnesses, intellectual and developmental disabilities, and substance use disorders to help them succeed. We provide welcoming and diverse community partnerships which collaborate and share resources to support individuals and families to be successful and achieve their goals in a trauma-informed environment.

Come Join Us!

Individuals of diverse racial, ethnic, and cultural backgrounds along with bilingual candidates are invited to apply. ISK is an equal opportunity employer that encourages diversity and inclusion among its workforce. ISK fomenta la diversidad y la inclusión. #ISK1

We look forward to meeting you! Apply online at www.iskzoo.org/careers

Physical Requirements / Working Conditions:

Must be able to perform essential job functions with or without reasonable accommodations, including, but not limited to, visual and/or audiological appliances and devices to increase mobility.

Physical Efforts – Job demands include prolonged sitting and standing. Requires light lifting up to 25 pounds, stooping, kneeling, crouching, or bending. Requires coordination of hands and/or eye/hand/foot and ability to hear and communicate verbally.

Working Conditions – In office environment with noise from computers, copy machine, and telephones. Use of computer for periods in excess of 30 minutes at a time. May be exposed to bloodborne pathogens, infectious diseases, and parasites. May encounter community environments that include homes, schools, courts, and other community settings that may or may not be barrier-free. Travel throughout the Kalamazoo area may be required.