**STRATEGIC PLANNING MANAGER**

Under the general supervision of the Corporate Compliance Officer, the Strategic Planning Manager guide activities that are directly related to the strategies, goals and objectives of the Detroit/Wayne Integrated Health Network (DWIHN).

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

* Develops and maintains systems to monitor, measure, and report performance and achievement of programs, long-term goals and strategic initiatives
* Provides planning support for DWIHN.
* Plans the implementation of tasks associated with Strategic Goals.
* Assists in data collection and analysis.
* Manages policy and procedure.
* Develops, creates and presents reports to the Quality Improvement Steering Committee, Program Compliance Committee, DWIHN Board and Michigan Department of Health and Human Services.
* Assists executive leadership in developing and approving annual goals.
* Ensures NCQA accreditation standards are consistently met.
* Conducts organizational reviews to identify strengths, weaknesses, and opportunities and to evaluate operational effectiveness.
* Plans and directs DWIHN’s strategic and long-range goals with Chiefs, Directors, Unit Administrators, and Managers.
* Facilitates quality improvement and strategic planning workgroups.
* Manages strategic initiatives.
* Provides guidance to DWIHN staff in the areas of strategic planning, quality improvement, project planning, and the use of project management-type software.
* Develops training materials and provides training in a one-on-one or classroom environment.
* Presents classes on quality improvement concepts and tools available to the entire organization to improve institutional knowledge about the total quality improvement process.
* Creates, builds and updates project charts, schedules, plans, and budgets.
* Prepares status reports and work breakdown structure.
* Prepares meeting agendas and meeting minutes; distributes meeting documents; and maintains and monitors action item listings as necessary.
* Provides solutions to complex business problems and makes recommendations to senior management to improve strategic initiatives and technical processes.
* Utilizes primary and secondary research methods to identify best practices and opportunities for the organization.
* Works with colleagues and subject matter experts (SME) to foster a collaborative environment in order to stay informed on changes in the healthcare payor and broader healthcare industries that may impact enterprise strategies.
* Ensures the departmental Subject Matter Expert (SME) submits the self-assessment for their assigned NCQA standard.
* Ensures the departmental SME submits the appropriate supporting documentation for each NCQA Standard and Element for the assigned standard.
* Validates that the final documentation submitted for each NCQA standard is complete and compliant.
* Delivers gap analysis between the NCQA self-assessments submitted and the required standards.
* Ensures a successful NCQA accreditation survey.
* Delivers gap analysis as it relates to current performance and strategic goals.
* Performs related duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES (KSA’s)**

* Knowledge of National Committee on Quality Assurance (NCQA) accreditation standards.
* Knowledge of Quality Assurance and Quality Management.
* Knowledge of Michigan Medicaid Standards.
* Knowledge of Behavioral Health Evidence Based Practices.
* Knowledge Integrated Health initiatives, practices and procedures.
* Knowledge of DWIHN standards, policies and procedures.
* Knowledge of the DWIHN provider network.
* Knowledge of the Michigan Mental Health Code.
* Knowledge of MDHHS policies, rules, regulations and procedures.
* Leadership skills.
* Training skills.
* [Project management](https://zety.com/blog/project-management-skills) skills.
* Action planning skills.
* Strategic thinking skills.
* Assessment and evaluation skills.
* Goal setting skills.
* Planning skills.
* Ethical decision-making skills
* Corrective Action skills.
* Organizational skills.
* Time Management skills.
* Presentation skills.
* Implementation skills.
* Skill at meeting deadlines
* Multitasking skills.
* Prioritizing skills.
* Computer skills.
* [Teamwork Skills](https://zety.com/blog/teamwork-skills).
* Ability to communicate orally.
* Ability to communicate in writing.
* Ability to work effectively with others.
* Ability to work with an ethnically, linguistically, culturally, economically and socially diverse population.
* Judgement/Reasoning ability

**REQUIRED EDUCATION:**

A Master’s Degree in Social Work, Psychology, Counseling, Business Administration, a Human Service, Social Service or a related field.

**REQUIRED EXPERIENCE:**

Five (5) years of mental health experience.

Work Experience must include the following:

* Clinical experience.
* Supervisory experience.
* Quality Assurance/Quality Management Experience.

**REQUIRED LICENSE(S).**

A Valid State of Michigan Driver’s License with a safe and acceptable driving record.

**WORKING CONDITIONS**:

Work is usually performed in an office setting but requires the employee to drive to different sites throughout Wayne County and the State of Michigan.

**This description is not intended to be a complete statement of job content, rather to act as the essential functions performed.  Management retains the discretion to add or change the position at any time.**

**The Detroit Wayne Integrated Health Network is an Equal Opportunity Employer**

Go to our website at <https://www.dwihn.org/>

Find the Careers link near the bottom of the page.

Click on the Career link.

Select the posting Strategic Planning Manager.

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