

Sanilac County Community Mental Health Authority
227 E. Sanilac
Sandusky, MI 48471
810-648-0330



Enhancing Lives, Promoting Independence, Embracing Recovery

Position: Quality

Position code: 24-36

Position Location: Administration Building

Current Work hours: 40HRS/WK

Position Dates: ASAP

Supervisor: Beth Westover, Chief Information Officer

Date Position Posted: 7/16/2024

Deadline: Until Filled

Requirements: Masters Degree, combination of 15 years experience in data quality and auditing, 3 years' experience working in Public Mental Health in an administrative role, 10 years supervisory experience, 5 years' experience as administrator/project manager for PCE EMR product.

Testing Requirements: Excel, Pivot Table and Critical Thinking Assessment

All internal and external job applicants are required to use UltiPro to apply for this position. Please see the Sanilac County CMH website at www.sanilacmh.org and click on "Employment".

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Job Description

Job Title: Quality
Department: Quality Department
Location: CMH Administration Building
Supervisor: CIO
Shift: 8:00am – 5:00pm Monday - Friday
HR Review:
Prepared Date: 07/16/2024
Prepared By: Beth Westover
Revision Date:

SUMMARY

Under the direct supervision of the CIO, serves as main point of contact in the Training and QI Departments. This position provides management, leadership, consultation, direct supervision and development functions to these areas and tasks. Will provide support to the CIO. This position will also assist with projects, complete reports, monitor department tasks, provide guidance to department staff and serve as a resource to staff in the Agency. This position serves as backup for CIO reporting and tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Responsible and accountable for all training, QI, and EMR tasks. Responsible for overseeing such tasks as BH TEDS, Performance Indicators, Surveys, PIPs, local and regional audits, training software, trainings, etc.
- Responsible for and accountable for EMR. Is the lead/liaison with the vendor, troubleshoots, tests, sits on committees as assigned, completes ticket requests, etc. Works with vendor, CIO, and Administration to create efficiencies and smooth transitions for changes that are needed in EMR. Reports to the CIO on all EMR related matters.
- Responsible for developing and produce reports for the CIO, staff, Agency programs, the Region, and the State as requested and assigned by the CIO.
- Provides support for internal and external audits, under the direction of the CIO.
- Provides training to all staff on CPI, CPR/First Aid, documentation, new OASIS modules, and job tasks for new staff in the department.
- Assists CIO with CARF preparation and review.
- Knowledge of MDHHS and Medicaid Standards, Recipient Rights, HIPAA and Confidentiality Rules. Must remain up to date on any changes in all areas.
- Participates in agency, regional, and state committees and attends trainings as directed.
- Delegates by setting expectations and monitoring delegated activities.
- Provides leadership by exhibiting confidence in others, taking action, and reacting well under pressure.
- Manages people by providing direction to subordinates and provides regular feedback. Responsible for subordinates' actions.
- Acts as backup and assists in the preparation of State and Regional reports, Audits, Grant Submissions, PIHP/State Contract Reviews, and other tasks in the absence of the CIO.
- Keeps CIO updated as requested in all areas of responsibility.
- Other duties as assigned.

COMPETENCIES FOR MANAGERIAL STAFF

Sanilac CMH staff are dedicated to providing services to the community to improve lives. When they see a task that needs to be completed, they step in to assist or are first in line to help the Agency in promoting recovery, discovery, and independence. Each staff member works within their strengths and collaborates with

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their coworkers so that collectively we are a stronger whole. Staff provide positive feedback and suggestions to improve the quality of care in the Agency. They hold their coworkers, the individuals they serve and the community in high esteem.

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

Initiative/Organization/Reasoning:

- Takes initiative and steps in to take on difficult challenges.
- Willing to identify problems and work to resolve them in the early stages.
- Plans and organizes work activities and uses time efficiently.
- Properly organizes and carries out job tasks in a timely manner.
- Sets expectations and monitors delegated activities.
- Know and understand job expectations and is willing to expand job knowledge and skills to be more effective to the Agency and the individuals served.
- Is enthusiastic about the Agency's Mission and is a positive influence for co-workers and individuals served.
- Demonstrates an understanding of and adherence to Agency policies and procedures and is willing to provide suggestions to make policies and procedures more efficient.
- Is willing to think outside of the box while able to make sound decisions and take actions based on sound reasoning and weighing possible outcomes.

Ethics/Teamwork:

- Consistently treats all people with dignity and respect.
- Demonstrates expected ethics and principles.
- Accepts responsibility for actions and follows through on commitments.
- Demonstrates ability and willingness to work cooperatively and effectively as part of a team.
- Willingly acknowledges team members and co-workers' value to your work.

Emotional Intelligence:

- Verbal and written communication is constructive, effective, respectful, and clear.
- Exhibits confidence in others, takes action and reacts well under pressure.
- Willing to take the time to learn about co-workers' personalities so that working together is more effective.
- Willingness to ask questions, listen to others' ideas, and understand how the impact of your work impacts your co-workers/team.
- Provides direction to subordinates and provides regular feedback/responsible for subordinate activities.
- Willing/Ability to be cost conscious. Works within budget/develops and implements cost saving methods.
- Staff are expected to learn and understand job functions and carryout tasks in a proficient manner.

SUPERVISORY RESPONSIBILITIES

Manage subordinate staff, responsible for overall direction, coordination, and evaluation. Carry out supervisory responsibilities in accordance with organization's policies and applicable laws. Responsibilities include interviewing, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATION REQUIREMENTS:

Master's degree required. A combination of fifteen (15) years experience in data quality, and auditing experience required. Three (3) years' experience working in the Public Mental Health field in an administrative role. Minimum of ten (10) years supervisory experience. A minimum of five (5) years experience as an

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administrator/project manager for a PCE EMR product. Applicants must have the ability to perform several tasks/projects concurrently and have excellent interpersonal skills.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS:

Intermediate Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Has the ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Has the ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS:

Valid Driver's license.

COMPUTER SKILLS

Proficient with all Microsoft Office based programs including Excel and Pivot Table skills. Proficient with EMRs.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; stoop/kneel; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Sanilac County CMH embraces an employment environment that promotes recovery and discovery, a person-centered approach to treatment/services, and cultural competence. An

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employee in this or any position is expected to support the employment environment. This includes having lived experience with behavioral health issues.