

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



Position: Quality Supervisor

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

Reposted: 8/21/2024, 9/6/2024

Deadline: Until Filled

Requirements: Master's degree required, LMSW or LPC preferred. A combination of ten (10) years required, fifteen (15) years preferred experience in data quality, and auditing experience. Three (3) years' experience working in the Public Mental Health field in an administrative role. Minimum of three (3) to seven (7) years supervisory experience. A minimum of five (5) years' experience as an administrator/project manager for an EMR; preferably a PCE 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.sanilaccmh.org and click on "Employment".

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Job Description

Job Title: Quality Supervisor
Department: Quality Department
Location: CMH Administration Building
Supervisor: CIO
Shift: 8:00am – 5:00pm Monday - Friday
HR Review:
Prepared Date: 08/14/2024
Prepared By: Beth Westover
Revision Date: 9/6/2024

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 oversight of training software, 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.
- Oversees Evidence Based Practice Fidelity, as outlined by COO.
- Has knowledge and education on medical necessity and clinical understanding of the Medicaid Manual and how to be compliant in these areas.
- Other duties as assigned.

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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 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.

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QUALIFICATION REQUIREMENTS:

Master's degree required, LMSW or LPC preferred. A combination of ten (10) years required, fifteen (15) years preferred experience in data quality, and auditing experience. Three (3) years' experience working in the Public Mental Health field in an administrative role. Minimum of three (3) to seven (7) years supervisory experience. A minimum of five (5) years' experience as an administrator/project manager for an EMR; preferably a PCE 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.

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:

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

Welcome to Sanilac County Community Mental Health

TPOAM Supervisor Employees

In your orientation, you will find several benefits. You may want to take a moment to review the benefits listed below and costs associated with each of them. You must work over 30 hours per week to be eligible for medical and café benefits. Paid time off accruals are based on hours worked.

Benefit	Plan	Eligibility	Contributions per Month
Medical Insurance POS \$1,000/\$2,000- 20%	BCN POS Annual Deductibles- In Network- Individual-\$1,000/Family- \$2,000	First of month following hire date.	\$39.95 - Single \$74.29 - Two Person \$99.88 - Family
Medical Insurance PPO \$2,000/\$4,000	BCN HMO HDPD <i>H.S.A. Eligible Plan</i> Annual Deductibles- In Network- Single-\$2,000/Family- \$4,000	First of month following hire date.	\$42.80- Single \$88.60 - Two Person \$118.58 -Family
Medical/Rx Alternative HMO HSA \$3,200/\$6,400 <i>*Exchange State Bank- H.S.A Host</i>	BCN HMO HDHP <i>H.S.A. Eligible Plan</i> Annual Deductibles- In Network- Single-\$3,200/Family-\$6,400	First of month following hire date.	\$0.00 - Single \$0.00 - Two Person \$0.00 - Family
Annuity/Decline Medical Plans	Nationwide 457b	Eligible if waived all medical plans	\$233/Month (less Social Security & Medicare taxes)
Dental Insurance	BCBS Dental Annual Max-\$1,500 per member Orthodontics-\$1,500-lifetime	First of month following hire date.	\$44.45- Single \$88.90 - Two Person \$155.57 – Family
Vision Insurance	Nation Vision Administrators -NVA	First of month following hire date.	\$10.54-Single \$18.94-Employee+ Spouse \$16.84-Employee+ Child(ren) \$27.38-Family
AFLAC	Multiple plans available for review for employee only and for family members	First of month following hire date.	Costs vary depending on plans purchased.

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Deferred Compensation	Nationwide-457B *same account as your retirement contributions.	Prior to the first of each month.	Set up your own account or \$233 (pretax) from medical opt out option
Life Insurance	RELIANCE- \$55,000 Policy Automatically if Union member. *Can purchase additional Personal and Dependent/Spouse coverage.	First of month following 1 st full month of employment.	Employee Only - \$0.00 *Additional Personal and Dependents/ Spouse coverage charges will vary.
Retirement	<u>Nationwide 401(a)-</u> If hired after 9/1/2019, the Authority shall contribute an amount equal to three percent (3%) of the employee's base wage. <u>Pension-</u> If hired before 9/1/2019 Employees will receive a 2.5% multiplier when they reach 25 years of service. All other members remain at the 2% multiplier.	Vested in the Authority's contributions once thirty-six (36) months of service are completed with the Authority. Vested in the Authority's contributions once eight years of service are completed with the Authority.	The Authority shall contribute fifty cents (\$0.50) to the 401(a) Plan for each dollar (\$1.00) an Employee contributes to his or her 457B Plan up to the first four percent (4%) of the employee's base wage. The Authority shall not contribute more than five percent (5%) of the employee's base wage for its total contributions under this section.
Long Term Disability	RELIANCE – 90-day disability waiting period & receive 66 2/3% of your income	First of month following 1 st full month of employment.	No cost to employee
PTO	Upon commencement of Employment - 25 days After completion of Three Years of Employment – 30 days After completion of Nine Years of Employment – 35 days After completion of Twelve Years of Employment – 40 days	Accrued bi-weekly at the close of the pay period based on hours worked. 40 hours worked receives full accruals.	If time is used before 3 months and employee leaves, they must repay used portion. See Union Contract.
Holiday Days	14 days per year	Paid upon 1 st day with Agency.	If part time, then you receive pay for regularly scheduled days/hours only.
Union	Local 1518	Must be employed for three months to reach Just Cause Status.	Monthly Union Dues - \$31.00 (F/T- above 20 hrs./wk.)
Tuition Reimbursement	May be reimbursed up to \$5,250 annually. *Requires approval and funding availability limited spaces approved each year / contingent upon funding & Agency need.		-

*Note if you do not need medical insurance, \$233.00 per month (less Social Security & Medicare Taxes) will be deposited into an annuity account. You will need to set up the annuity account through Nationwide Retirement.
For time off, it is calculated upon the number of hours worked – to reach the maximum benefit, you must work 40 hours per week.