



POSITION TITLE: Quality Manager (Clinical / Social Services)

REPORTS TO: Catholic Charities of St. Louis Chief Quality Officer and QOPC Chief Executive Officer

DIRECT REPORTS: Not applicable

OUR MISSION

The mission of Queen of Peace Center is to provide family-centered care for women with substance use disorders, their families, and at risk youth through treatment, education, prevention and housing.

As demonstrated by the life of Jesus Christ, Queen of Peace Center works to build a future of peace for families.

ORGANIZATION OVERVIEW

Founded in 1985, Queen of Peace Center (QOPC) is a \$10 million-dollar nonprofit organization serving more than 1,300 St. Louis women and their children and families each year. We are focused exclusively on providing family-centered behavioral healthcare. Our unique model addresses the full continuum of needs for those impacted by substance use disorders, co-occurring disorders, and trauma by providing treatment, prevention, education, and housing.

QOPC is committed to serving the St. Louis community with passion, a humble spirit and a belief in the possibilities. One of eight federated agencies of Catholic Charities of St. Louis, QOPC is a separate 501(c)(3) non-profit organization and has its own Board of Directors. We are licensed by Missouri Department of Mental Health and accredited by the Council on Accreditation.

POSITION DESCRIPTION

Working closely with the CQO and QOPC leadership, he/she is responsible for managing the quality assurance and improvement of both operational and program activities. Leading by example, he/she acts as a change agent who fosters an environment for continuous improvement and innovation that guides the performance of programs and services throughout the organization.

CORE FUNCTIONS

- Serve as the agency HIPAA Privacy Officer who manages and monitors agency compliance with HIPAA and state/federal regulations
- Act as Record Coordinator and process all authorized record requests for Protected Health Information per HIPAA and 42 CFR Part 2
- Develop and deliver trainings for employees regarding HIPAA, 42 CFR Part 2, accreditation, quality, and other relevant subject areas
- Ensure the agency's ongoing compliance with accreditation standards
- Establish strong working relationships with leadership team and key program staff
- Lead the agency Quality Workgroup and assist in implementing subsequent changes

- Analyze operation for systems quality including creation of evaluation tools and surveys
- Assist in qualitative and quantitative data collection, management, analytics, and visualization for outcome reporting and development of annual impact report
- Develop new policies and procedures as needed to maintain quality in conjunction with contracts, COA, HIPAA and 42CFR compliance
- Lead process improvement, quality, and/or outcome meetings with program staff to improve data input, data quality, data collection, and delivery of services
- Assist grants and research staff as needed for reporting and/or research needs
- Serve as QOPC representation for Catholic Charities of St. Louis Quality Improvement Committee
- Coordinate the reaccreditation process in partnership with Catholic Charities of St. Louis's Quality Improvement Department
- All other duties as assigned by CQO or CEO

CORE COMPETENCIES

- Strong commitment to the mission and values of Queen of Peace Center
- Comfortable interacting with a diverse group of staff, board members, clients and community partners by e-mail, telephone and in-person
- Outstanding organizational, analytical, communication and interpersonal skills
- Strong written and oral communication skills
- Must be able to handle multiple priorities and diverse tasks
- Experience in Executive Level support activities, including customer service and administrative practices and processes
- Sound judgement, initiative and discretion
- Ability to cope well with change and support the agency function as processes, programs and cultures evolve and change
- Strong skills in Microsoft Office applications

QUALIFICATIONS

- Minimum of a Bachelor's Degree in business, health care, human services, or related field
- 2 years of Quality Assurance experience
- Experience with CareLogic EHR preferred
- Good communication skills, both oral and written
- Demonstrates problem solving, analytical and critical thinking skills
- Competent in computer skills including Excel spreadsheets, Access databases and other software systems
- Ability to manage time well and finish tasks in an efficient manner
- Ability to work well under pressure with frequent deadlines