

## JOB DESCRIPTION

**Title:** Quality Improvement (QI) Manager

**Division(s):** Quality Performance Management (QPM)

**Reports to:** Senior Director, QPM

**Job Summary:** Under the supervision of the Senior Director, QPM, the QI Manager supports planning, implementing, monitoring and evaluating QI initiatives and interventions. The QI Manager contributes to the design of QI measurement strategies and systems, provides QI guidance and advising for network partners, provides QI training for CBC staff, and collaborates on the development of QPM staff QI skills across CBC's IPA and programs. The QI Manager also collaborates with external providers, vendors, subject matter experts and other consultants that participate in the development, implementation and evaluation of QI initiatives to improve network processes and member outcomes.

### **Minimum Education Requirements:**

- A graduate degree in Social Work, Psychology, Public Administration, Nursing, Public Health, Public Policy, Business, or a related field.

### **Essential Duties and Responsibilities**

- **Strategic Planning** -- Works with Senior Director to formulate recommendations on opportunities for improvement based on IPA performance measures (inclusive of HEDIS/QARR, TCGP, CMS, MCOs, social determinants of health, and other identified data sets)
- **Research and Materials Development** -- Research QI methods, tools and best practices and develop QI supporting materials
- **Data Management and Reporting** -- Works collaboratively with CBC's data team to design, review and analyze QI reports and dashboards developed by the data team
- **Performance Monitoring** -- Interprets, implements, and evaluates adequacy of CBC quality improvement standards inclusive of supporting internal and external audits.
- **QI Coaching/TA** -- Provides QI coaching and Technical Assistance to develop skills and abilities to support QI initiatives/activities
- **Leadership and Facilitation** -- Co-chairs IPA Clinical/Quality Improvement Committee, facilitates QI initiatives and conducts site visits to network provider agencies.
- **Education and Training** -- Develops and facilitates trainings in collaboration with CBC's Training Institute and supports Quality Assurance/Performance Improvement (QA/PI) across CBC, by providing education and training to CBC program staff.

- **Represent CBC** -- Attends NYS HH Coalition Meeting Related to QA/QI workgroups as well as other external QI workgroups when needed.
- **Reporting/Communications** -- Highlights key QI initiatives, meetings and statistical outcomes in CBC's monthly newsletter, grant applications and other publications as requested
- **Miscellaneous Duties** -- any other related duties, as assigned.

### **Experience:**

- Minimum of 3-5 years' experience in working with the Behavioral Health population in quality assurance/improvement activities, UR/UM.
- Superior communication and writing skills.
- Advance knowledge of analyzing, interpreting and reporting data.
- Advance Knowledge of Microsoft office applications, including Excel.
- Experience with Tableau or other data visualization software.
- Experience in facilitating rapid cycle improvement (ex. PDSA) or other QI models for improvement to test new approaches to solve for underlying causes of systemic problems or barriers to improvement and improve outcomes.
- Experience serving or developing systems who serve persons with chronic health conditions, behavioral health conditions, persons experiencing homelessness, and persons with Medicaid.
- Ability to manage multiple projects and ask for help when needed.
- Ability to participate on a team to accomplish tasks.
- Ability to work with all stakeholders: members, network, families, and government staff in a caring and respectful manner, and with due understanding of and consideration for cultural differences.
- Strong customer service skills and the ability to analyze data to resolve provider and insurance service issues.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

### **Additional Details:**

- **Salary Scale: 70,000 – 75,000**
- **How to Apply: please submit cover letter and resume to [hr@cbcure.org](mailto:hr@cbcure.org)**

Due to the volume of candidates we receive, unfortunately, we are unable to respond to every applicant. **Only applicants scheduled for an interview will be contacted.**