



## POSITION DESCRIPTION

Director of Quality and Performance	
Department: Administration	Status: Regular Full-time, Exempt
Reports to: Chief Operating Officer	Last Reviewed: September 2022
Titles reporting to this role: PQI & Risk Management Coordinator	

### *Position Summary:*

Oversees the Performance Quality Improvement process to ensure that the Agency and accreditation/regulatory standards remain consistent with a level of best practice and quality services. Collaborates with staff across the agency in addressing areas for improvement.

### **Essential Duties and Responsibilities**

Include the following, other duties as assigned:

#### *Department Administration:*

Under the Direction of the Chief Operating Officer, plans, develops, organizes, manages and directs the day-to-day operations of the agency's performance quality improvement system. Develop, implement and collaborate with programs, Facilities/Transportation, Human Resources, Information Technology Services and Food Services department to meet the quality and performance outcomes required by the organization and Council on Accreditation (COA). Presides as the Chair/Co-Chair and provides support to various PQI committees to promote a continuous emphasis on improving services through PQI reporting. Additionally, advances an inclusive culture of quality throughout the organization. Maintains thorough knowledge of performance, licensing, and accrediting standards and ensures agency policies and procedures are regularly updated. Understand and interpret Casa Central's policies and procedures. Anticipates potential problems and takes steps to control or correct them.

#### *Fiscal Management*

Provides input to develop department specific budget. Monitors revenue and expenses to make recommendations and adjust spending plans as indicated. Demonstrates utilization of cost containment measures to support fiscal solvency.

#### *Personnel Management, Supervision, & Team Leadership*

Provides direct and indirect supervision to staff. Ensures regular supervision is provided to all program staff and documentation is maintained. Ensures completion of probationary and annual evaluations. Oversees interviewing and hiring processes. Provides consultation on personnel issues as needed. Conducts regular staff meetings to ensure timely communication of agency updates and

other announcements. Provides meaningful ongoing professional development opportunities in accordance with best practice standards and all relevant guidelines.

#### *Risk and Quality Improvement:*

Creates, distributes and manages employee and participant satisfaction surveys to measure agency impact; create and conduct PQI training/onboarding and education; monitor program outcomes and demographic data quarterly; oversee risk prevention management systems, outcomes and data quarterly; oversee performance quality improvement systems; support and manage PQI committees and collect and aggregate data regarding agency audits. Provides recommendations for improvement to inform agency best practice, service delivery and overall mitigation of agency risk.

#### *Compliance/Analytics/Metrics:*

Responsible for maintaining the PQI operational manual to ensure department guidelines and structure. Responsible for setting PQI agency standards and benchmarks, analyzing trends and aggregating data to create PQI Quarterly reports, Participant and Employee Satisfaction reports, End of Year reports, Demographic reports, Case Record Review report, Executive Summary, Impact report and Improvement plans and requested reports as appropriate, to help the organization remain in compliance, make strategic data-driven decisions, ensure agency best practices and promote quality service delivery.

#### *Council on Accreditation (COA):*

Responsible for collaborating with the COA Coordinator during the re-accreditation process while ensuring that the COA status is active through Maintenance of Accreditation (MOA) yearly reporting, annual agency-wide COA introduction training and collaborating with key agency managers to ensure the agency remains in compliance with COA standards. Uphold all Performance Quality Improvement COA standards within the department.

#### *Stakeholder Relationships & Partnerships*

Represents the agency in professional associations, committees, and other sub-groups relevant to the work of the program. Works to develop and maintain cooperative relationships with other agency programs and departments. Ensures that agency stakeholders remain engaged and information is shared on the Performance Quality Improvements initiative's/activities

#### **General Requirements:**

Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to perform the essential functions.

#### **Education/Experience:**

Bachelor's degree or Master's degree (Preferred), and preferably 2-3 years experience directly or indirectly involved in the management of quality in an organization. Excellent communication skills. Ability to speak effectively before groups or employees of the organization.

#### **Language Skills:**

Bilingual in Spanish preferred.

**Computer Literacy & Knowledge Skills Abilities:**

Must be computer literate in Microsoft Word, and Spreadsheet management.

**Mathematical Skills:**

Ability to prepare statistical reports for program services and administrative departments.

**Operating Environment and Working Relationships:**

Works collaboratively and routinely with staff.

**Decision Making Authority:**

Exercises discretion, independent judgment in executing tasks.

**People Management:**

Must have Managerial/Supervisory skills. Communicates effectively, skill in establishing and maintaining working relationships.

**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, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry up to 25lbs.

**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.

**Other:**

Will be required to travel as part of staff development or training, conferences, and/or other events; must have access to a car, have a valid driver's license and insurance.

**Disclaimer:**

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

**I acknowledge and understand that:**

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

**Employee Signature/ Firma de Empleado:** \_\_\_\_\_

**Date/ Fecha:** \_\_\_\_\_

