



Job Description: Quality Improvement Manager
Full-Time, Exempt Position

Position Objective: The Quality Improvement Manager oversees the quality improvement program, collaborates with the training department and supervisory staff, and provides assistance with developing quality improvement measures.

Major duties and responsibilities:

- Conduct call monitoring for quality improvement, utilizing evidence-based quality improvement measures
- Provide breadth and depth in quality improvement by assessing counselors within and across all services of operation
- Ensure compliance with regulatory guidelines and funder requirements on every client contact
- Identify areas of training and support for individual counselors, as well as the division at-large
- Coordinate with the training department and supervisory staff in developing individualized remediation plans
- Provide individual and group supervision, training, and support as necessary as part of remediation plan
- Lead bi-weekly quality improvement calibration meetings, including identifying calls, coordinating meeting, and collecting impressions and outcomes
- Maintain detailed records on quality improvement scores for all counselors, teams, and division
- Collaborate with research and development team to conduct ongoing evaluation of the validity and reliability of quality improvement measures
- Engage in ongoing research and communication to ascertain continual adherence to best practices in quality improvement
- Complete detailed monthly reports highlighting quality improvement outcomes for all counselors, teams, and division, as well as efficiency of measures used

Required skills:

- Fluency in the English language, both oral and written
- Knowledge of Motivational Interviewing, DBT, ASIST, and psychological assessment and treatment
- Knowledge of local, state, and federal regulatory guidelines for clinical practice
- Efficiency with information-gathering
- Ability to provide meticulous oversight and evaluation with attention to detail
- Superior communication skills to convey information clearly, accurately, and completely
- Efficiency with time-management and multi-tasking
- Ability to work efficiently in a team
- Courteous, empathic, and professional manner
- Ability to appropriately provide open and honest feedback

- Superior supervisory skills in both individual and group clinical supervision
- High degree of comfort with public speaking, including media interviews, and presentations to senior executives, and public officials
- Superior documentation and report writing skills
- Knowledge of mental health resources in the New York metropolitan area

Qualifications:

Valid NYS license in the practice of social work or psychology-LMSW minimum, LCSW/PsyD/PhD preferred. Five years experience with the practice of assessment and/or psychotherapy, and preferably with administrative/supervisory duties. Crisis intervention and/or mental health information and referral services experience a plus. Applicants should be comfortable working independently. Fluency in Spanish, or another language is a plus. Copy of NYS license to practice and current registration, as well as National Provider Identification Number will be requested upon hire.

How to Apply:

Interested applicants should submit resume and cover letter to Nikki Hoang at NHoang@mhaofnyc.org.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.