

Position Description:

Mental Health Resource Center, a comprehensive mental health center and Joint Commission accredited organization, is seeking a **Quality Team Leader** to join its team in the Jacksonville Area.

The Quality Team Leader will be responsible for development and implementation of a plan for monitoring and reporting the Agency's progress on incorporating certified community behavioral health clinic (CCBHC) standards into service delivery. Emphasis will be on the development of processes for evaluating the use of measurement-based care (MBC) into service planning and delivery and fidelity of evidence-based practices (EPBs).

Some of the responsibilities of the position include but are not limited to:

- Identifies and implements standardized measurement-based and fidelity measurement tools.
- Assists programs with integrating measurement-based tools in service delivery.
- Ensures programs are familiar with fidelity measures for evidence-based practices and are able to demonstrate fidelity in documentation.
- Becomes familiar with Department of Children and Families and Managing Entities guidance documents, monitoring tools, applicable administrative codes, State statutes and contractual requirements and develops mechanisms for monitoring compliance with these documents/requirements.
- Becomes knowledgeable of Joint Commission requirements and assists programs with compliance with standards.
- Develops and implements patient record audit forms, aggregates data and provides reports for program management.
- Provides regular reports that demonstrate the activities of quality coaches.
- Assesses and monitors competency of agency staff in the use of measurement-based care and evidence-based interventions.
- Develops and implements processes to measure the overall quality of services provided.
- Assesses and monitors compliance with implementation of CCBHC standards into service delivery.
- Becomes proficient in the Electronic Health Record system and serves as a resource for staff in problem solving, pulling reports, and qualitative documentation.
- Develops processes for quality coaches to perform Electronic Health Record validations including identifying cases that need to be closed due to inactivity.
- Identifies training needs of programs and works with Trainer to develop trainings in response to assessed needs.
- Develops processes for coordination of care provided by Designated Collaborating Organizations' (DCOs) into service delivery.
- Conducts individual supervisory sessions with Quality Coaches and assists staff with developing schedules. Monitors productivity, outcomes, and customer satisfaction.
- Facilitates recruitment, hiring, orientation, retention, evaluation and employee relations actions of staff in coordination with supervisor and the Human Resource Department.

Position Requirements:

Master's degree in counseling, social work, psychology, criminal justice or a related Human Services field.

One year of experience working in the social services or the mental health field required.

Experience working with adults experiencing serious mental illness is preferred.

Supervisory experience required.

Experience completing quality improvement or performance improvement projects preferred.

Proficiency in Microsoft Office Programs, Excel, Outlook, and the use of the Internet.

Must demonstrate proficiency in the MHRC Electronic Health Records (EHR) and Patient Information System demonstrated within three months of employment.

Strong communication skills are essential and this individual must be able to interact appropriately with internal and external customers, including staff, supervisory staff, surveyors, auditors, SAMHSA staff, and other stakeholders and reviewers.

Position Details:

This position is a Full Time Days position.

This full time position offers a comprehensive benefits package.