

Quality Assurance Manager (Clinical-Mental Health)

Family Paths, Inc.

Family Paths is a non-profit agency that has provided mental health and family support services to strengthen families and prevent child abuse since 1972. Family Paths offers a fun and supportive team environment, a commitment to training, opportunities for growth, and an excellent benefits package. We are an agency that is actively engaged in multicultural organizational development and respects and values the diversity of the communities we serve and the staff who work here. Family Paths serves all of Alameda County with offices in Oakland and Hayward.

Position Description:

In coordination with the Senior Clinical Director, the Quality Assurance (QA) Manager (Clinical-Mental Health) provides leadership and operational oversight of the agency's Quality Assurance department and serves as a member of Management Team to deliver the highest quality of services. This position has responsibility for the management and oversight of the agency's quality assurance department and has primary responsibility for establishing clinical documentation protocols, oversight of all clinical client Health Information Management quality assurance procedures, and technical and administrative coordination of the agency's electronic health record system and associated clinical software platforms.

This position requires the demonstration and commitment to the agency's mission, vision, and values, including a strong commitment to issues of social justice and culturally and linguistically responsive practices.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Develops documentation policies and procedures and implements best practices for chart documentation in accordance with Alameda County Behavioral Health (ACBH) guidelines.
- Oversees the overall provision of training on client documentation as it relates to program and agency contracts.
- Oversees the clinical quality review team and management of charts for compliance with state, county and agency standards.
- Operates as the lead contact between ACBH Quality Assurance department and the agency's ACBH-funded programs and attends county Quality Assurance and Quality Improvement meetings.
- Oversees Medi-Cal Site Certification process.
- Coordinates and participates in county audit review process as needed.
- Oversees the electronic health records (EHR) system, DocuSign, Survey Monkey including configuration, implementation and maintenance.
- Oversees client outcome measures and data tracking for quality improvement.
- Acts as agency's HIPAA Policy Officer and establishes agency policies, procedures and trainings in compliance with HIPAA and DMH requirements.
- Oversees records requests to ensure compliance with HIPAA standards.
- Support agency program managers with quality assurance initiatives.
- Produces reports showing outcome achievements and customer clients satisfaction.
- Other duties as assigned.

REQUIREMENTS, QUALIFICATIONS, SKILLS & ABILITIES:

- Licensed minimum 2 years as LCSW, LMFT, or LPCC.
- Currently licensed in California as LCSW, LMFT, or LPCC.

- High level technology user with 3+ years of experience with various software platform as expert users or administrator.
- Minimum 2 years progressive management experience in a social service setting.
- Computer skills required: Microsoft Office Suite; Electronic Health Record system; DocuSign; Survey Monkey, and other software applications and mobile applications.
- Minimum 2 years clinical supervision experience.
- Extensive knowledge of Medi-Cal/EPSDT funding and HIPAA regulations.
- CANS/ANSA certification
- Demonstrated experience in program development, implementation and administration.
- Strong organizational and time management skills.
- Ability to manage several projects and priorities simultaneously.
- Excellent verbal and written communication skills.
- Ability to exercise excellent judgment and work independently.
- Experience with trauma-informed and diversity-informed mental health treatment.
- Must have working knowledge of all laws pertaining to mental health in general and child abuse in particular and be able to apply them in everyday practice.

Special Requirements:

- Requires some driving on agency business so must maintain a valid CA driver license, reliable personal automobile, a clean driving record, and current auto insurance meeting required limits of liability

Work Environment:

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
- Due to COVID 19, employees are working remotely until further notice, with an option to work in office if appropriate.

Physical Requirements:

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. While performing the duties of this job, the employee is:

- Frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc.
- Occasionally required to walk, stand, and sit for extended periods.
- Occasionally required to lift/carry objects up to 25 lbs.

COMPENSATION: \$85,374 - \$87,508. Pay rate is commensurate with education and experience and competitive in the non-profit environment.

LOCATION: Oakland

EMPLOYEE STATUS: Exempt

WEEKLY HOURS: 37.50 *(Full Time positions are based on a 37.50 work week)*

BENEFITS INCLUDE:

- Group Kaiser and Dental Benefits
- Flexible Spending Accounts
- PTO plan starting at 4 weeks (progressive to 6 weeks at 5 years)
- 13 paid Holidays, 2 Float Holidays
- 5 days of paid Educational Leave + professional development allowance
- 401K Retirement Plan, Commuter Benefits Plan, 529 Education Savings Plan, Long Term Disability Insurance, Voluntary Long-Term Care Insurance, Voluntary Aflac Benefits

Family Paths falls under the current California Department of Public Health (CDPH) and State Public Health Officer Orders which requires all workers (paid or unpaid) who provide services or work in facilities covered by the order to (1) have received their full dosage/s of an approved vaccine against COVID-19 and provide documentation of such, or (2) If exempt per a valid exemption as permitted by the order, complete an exemption accommodation request form. An approved exemption would result in the exempted employee being required to wear a proper face mask while working and be tested weekly for COVID-19.

TO APPLY: Send your resume and **cover letter** to Wilson Cheh. **Resumes without cover letters will not be reviewed.**

Email: wcheh@familypaths.org

Website: www.familypaths.org