



Position: Quality & Compliance Coordinator

Function: Promotes best practices in program services through quality assurance, quality improvement, and corporate compliance activities agency-wide.

Reports to: Director, Quality & Compliance

Tasks:

- Facilitates the implementation of the Quality Improvement Plan.
- Facilitates the implementation of the Corporate Compliance Plan.
- Coordinates the submission, and provides for the analysis and review of Quality & Compliance reports and certifications.
- Coordinates training delivery and provides training as needed
- Coordinates the submission and distribution of incident reports/investigations, prepares Special Review Committee package and incident trend reports and analysis. Prepares minutes of Special Review Committee meetings.
- Assists in the conduct of Special Investigations and other quality and compliance investigations as assigned.
- Compiles and analyzes demographic and outcomes reports on a periodic basis.
- Provides review, analysis and reporting for special projects/initiatives.
- Develops quality and compliance instructions and guidelines.
- Staffs Help Desk for AWARDS, AWARDS Management Sub-Committee, liaison with Foothold Technology.
- Staffs the Case Record Review Committee and prepares scoring reports.
- Staffs the Regulatory Compliance and Quality Improvement Committee and prepares minutes of meetings.
- Reviews billing packages for accuracy and completeness, as assigned.
- Promotes evidence-based practices.
- Recommends measures to evaluate and improve the quality of services.
- Submits regular written reports, as requested.
- Duties as assigned by supervisor.

Qualifications: B.A. in psychology or a human services field and significant experience in programs serving mentally ill adults. Master's degree in psychology or a human services field preferred. Strong organizational, written and verbal communication skills. Strong computer skills including working knowledge in Word, Excel and PowerPoint as well as capacity to navigate and enhance proficiency in these and other software systems. Quality assurance and/or supervisory experience preferred.

Salary: \$73,373 plus generous benefits

Email a resume, cover letter, and contact information for 3 professional references to:

Leah Burke
HR Recruitment Specialist
LBurke@acmhny.org

ACMH is committed to the mental and physical wellbeing of vulnerable New Yorkers and is a leader in the provision of outreach and engagement, care management, rehabilitation, crisis support, and supportive housing. ACMH is committed to becoming an anti-racist organization and seeks to promote actionable change to create an intentional culture of equity at individual, interpersonal and institutional levels.

For more information, visit our website: www.acmhny.org